

(8 pages)

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M.B.A. (CBCS) DEGREE EXAMINATION,  
NOVEMBER 2024.

First Semester

Business Administration – Core

MANAGING ORGANIZATIONAL BEHAVIOUR

(For those who joined in July 2023 onwards)

Time : Three hours

Maximum : 75 marks

PART A — (15 × 1 = 15 marks)

Answer ALL the questions.

Choose the correct answer :

1. The science of studying human behaviour is
  - (a) Sociology
  - (b) Psychology
  - (c) Philosophy
  - (d) None of the above
2. Scope of Organizational Behaviour does not include \_\_\_\_\_.
  - (a) Leadership
  - (b) Perception
  - (c) Job Design
  - (d) Technology

3. Organizational behaviour focuses at 3 Levels

- (a) Individuals, Organisation, Society
- (b) Society, Organisation, Nation
- (c) Employee, Employer, Management
- (d) Individual, Groups, Organisation

4. Every individual is \_\_\_\_\_ by their personality.

- (a) Intellectual
- (b) Specific
- (c) Unique
- (d) Systematic

5. \_\_\_\_\_ is not included in perceiver's characteristics influencing perception.

- (a) Attitude
- (b) Size
- (c) Motives
- (d) Personality

6. Which of the following is NOT a content theory?

- (a) Maslow's need hierarchy
- (b) Vroom's expectancy theory
- (c) Herzberg's two-factor theory
- (d) McClelland's acquired needs theory

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7. An informal group is characterized by the \_\_\_\_\_.
- (a) stipulation of expected behaviors by the organization
  - (b) predetermined designation of tasks of members
  - (c) pursuit of particular organizational goals
  - (d) fulfillment of the need for social contact
8. Which of the following represents the first action in the group development process of a temporary group?
- (a) Group direction is set
  - (b) Transition after half of the time taken up
  - (c) Inertia and slow progress
  - (d) The second phase of inertia
9. Leadership is best defined as \_\_\_\_\_.
- (a) the ability to merely project one's abilities in the lack of actual accomplishments
  - (b) the ability to reduce the dependence of team members on each other
  - (c) the ability to induce the team members to focus on individual goals rather than collective goals
  - (d) the ability to influence a group toward the achievement of a vision or set of goals

10. \_\_\_\_\_ are the approaches to the study of leadership which emphasize the personality of the leader.
- (a) Contingency theories
  - (b) Group theories
  - (c) Trait theories
  - (d) Inspirational theories
11. \_\_\_\_\_ is increasing Leadership rapidly.
- (a) Strategy
  - (b) Command
  - (c) Control
  - (d) Getting others to follow
12. Environmental barriers are the same as \_\_\_\_\_ noise.
- (a) Physiological
  - (b) Psychological
  - (c) Physical
  - (d) Sociological
13. The following are the characteristics of Positive Stress.
- (a) It improves performance
  - (b) It feels exciting
  - (c) It motivates
  - (d) All of the above





14. What is a virtual organisation?

- (a) An organisation that uses Information and Communications Technologies (ICT's) to coordinate activities without physical boundaries between different functions
- (b) An organisation that uses internet technologies to sell products to customers
- (c) An organisation that manages the supply chain using digital technologies
- (d) An organisation that coordinates the workforce via video conferencing.

15. Examples of social stressors are \_\_\_\_\_.

- (a) Financial problems
- (b) Divorce
- (c) Loss of a loved one
- (d) All of the above

PART B — (5 × 4 = 20 marks)

Answer ALL the questions, choosing either (a) or (b).

Each answer should not exceed 250 words.

16. (a) Describe the importance of organizational behavior.

Or

- (b) Express the factors influencing individual behavior.

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17. (a) Recall the various components of perception.

Or

- (b) Explain the steps involved in learning.

18. (a) Illustrate the process of communication.

Or

- (b) Describe the factors influencing group cohesiveness.

19. (a) Explain the factors influencing individual level conflicts.

Or

- (b) Express the contingency theory of leadership.

20. (a) Describe the benefits of a virtual organization.

Or

- (b) How to integrate your work and life?

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PART C — (5 × 8 = 40 marks)

Answer ALL the questions, choosing either (a) or (b).

Each answer should not exceed 600 words.

21. (a) Examine the individual process of organizational behavior.

Or

- (b) What is organizational citizenship behavior? And explain the types of organizational citizenship behavior.

22. (a) Discuss about Herzberg's Hygiene Theory of motivation.

Or

- (b) Critically examine Erikson's stages of personality development.

23. (a) Discuss the about the various types of groups with related features.

Or

- (b) Illustrate the various types of communication.

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24. (a) What are the two types of group level conflicts? How does inter group conflict arise?

Or

- (b) Analyze the types of power in politics.

25. (a) Evaluate the functions of organizational culture.

Or

- (b) Illustrate the sources of stress.

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