

(6 pages)

Reg. No. : .....

Code No. : 22459 E Sub. Code : SMBA 34

B.B.A. (CBCS) DEGREE EXAMINATION,  
NOVEMBER 2019.

Third Semester

Business Administration – Main

ORGANISATIONAL BEHAVIOUR

(For those who joined in July 2017 onwards)

Time : Three hours

Maximum : 75 marks

PART A — (10 × 1 = 10 marks)

Answer ALL the questions.

Choose the correct answer :

1. OB treats man as a thinking and feeling organism and so it is
  - (a) optimistic
  - (b) humanistic
  - (c) normative
  - (d) applied

2. Hawthorne Studies was conducted in \_\_\_\_\_  
Electricals.

- (a) General
- (b) Eastern
- (c) Western
- (d) Northern

3. That part of the attitude that deals with a persons feelings is called

- (a) Conative
- (b) Cognitive
- (c) Affective
- (d) Behaviouristic

4. \_\_\_\_\_ represents totality of several interacting factors.

- (a) Motivation
- (b) Morale
- (c) Leadership
- (d) Self Concept

5. The value one place on a particular outcome in Vrooms theory is

- (a) Expectancy
- (b) Instrumentality
- (c) Motivation
- (d) Valence

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6. Groups arising out of social interaction and group norms is called  
 (a) Social groups  
 (b) Primary groups  
 (c) Informal  
 (d) Formal groups
7. Endurance is a \_\_\_\_\_ trait of leadership  
 (a) Intellectual  
 (b) Cultural  
 (c) Physical  
 (d) Motivational
8. Change in set of relationship, work assignment is \_\_\_\_\_ change  
 (a) Strategic (b) Structural  
 (c) Stable (d) Constant
9. In culture nothing is descriptive but are  
 (a) environmental  
 (b) structural  
 (c) competitive  
 (d) symbolic representations
10. OD makes organisation \_\_\_\_\_ to environment  
 (a) Static (b) Creative  
 (c) adaptive (d) Improve

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PART B — (5 × 5 = 25 marks)

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

Each answer should not exceed 250 words.

11. (a) Enlist the objectives of studying organisational behaviour.

Or

- (b) Brief the findings of Hawthorne experiments.

12. (a) Specify the nature of values.

Or

- (b) How would you measure morale?

13. (a) Spell out the factors affecting perceptual selectivity.

Or

- (b) How are groups formed?

14. (a) Why Counselling is needed for workers?

Or

- (b) Specify the individual barriers to change.

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15. (a) Illustrate the types of culture.

Or

- (b) What are the objectives of organisational development?

PART C — (5 × 8 = 40 marks)

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

Each answer should not exceed 600 words.

16. (a) How do organisational Behaviour help the management.

Or

- (b) Explain the scope of organisational Behaviour.

17. (a) Illustrate the factors that block the change of attitude.

Or

- (b) Discuss the causes for human behaviour.

18. (a) Spell out the types of conflict and the reasons.

Or

- (b) Detail the group decision making process.

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19. (a) How to implement changes in organisations.

Or

- (b) Illustrate the Counselling Process.

20. (a) Spell out the importance of organisational culture and its qualities.

Or

- (b) Discuss the steps in building a team.

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