

(6 pages)

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**Code No. : 30943 E      Sub. Code : EMBA 21/  
EMAM 21**

B.B.A. (CBCS) DEGREE EXAMINATION,  
APRIL 2024.

Second Semester

Business Administration/Aviation Management – Core

**ORGANISATIONAL BEHAVIOUR**

(For those who joined in July 2023 onwards)

Time : Three hours

Maximum : 75 marks

PART A — (10 × 1 = 10 marks)

Answer ALL questions.

Choose the correct answer :

1. Organizational behaviour is
- (a) A science
  - (b) An art
  - (c) A science as well as an art
  - (d) A skill

2. Which of the following is not a contributing discipline of OB?

- (a) Physiology                      (b) Psychology
- (c) Anthropology                  (d) Sociology

3. The field of organizational behaviour is primarily concerned with \_\_\_\_\_.

- (a) Implementation of plans
- (b) Control processes and interactions between organizations
- (c) Monitoring of performance
- (d) The behaviour of individual and groups

4. \_\_\_\_\_ is defined as "The combination of characteristics or qualities that form an individuals distinctive character".

- (a) Personality                      (b) Motivation
- (c) Attitude                          (d) Behaviour

5. What is the primary purpose of a work group?

- (a) To generate positive synergy
- (b) To improve collective performance
- (c) To inculcate a climate of trust
- (d) To share relevant information

Page 2      **Code No. : 30943 E**





6. Contingency theories of leadership based upon \_\_\_\_\_.

- (a) That there is no single style of leadership appropriate to all situations
- (b) That there is a single style of leadership appropriate to all managers
- (c) That there is a single style of leadership appropriate to all situations
- (d) None of the above

7. A \_\_\_\_\_ is defined as a culture that emphasizes building on employee strengths, rewards more than it punishes and emphasizes individual vitality and growth.

- (a) Positive organizational culture
- (b) Centralized organizational culture
- (c) Bureaucracy
- (d) Matrix organization

8. All other things being equal, as the span of control grows wider or larger, organizational design becomes more \_\_\_\_\_.

- (a) Bureaucratic                      (b) Democratic
- (c) Effective                              (d) Efficient

Page 3    Code No. : 30943 E

9. In organizations, people who act as catalysts and assume the responsibility for managing the change process are called \_\_\_\_\_.

- (a) Change Masters
- (b) Change Agents
- (c) Operations Managers
- (d) Charismatic Leaders

10. The influence which is deliberate or purposive in nature may be called \_\_\_\_\_.

- (a) Motivation                      (b) Power
- (c) Integration                      (d) None of the above

PART B — (5 × 5 = 25 marks)

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

Each answer should not exceed 250 words.

11. (a) Write a note on organizational behaviour.

Or

(b) Explain the nature of organizational behaviour.

12. (a) Discuss Classical conditioning theory of learning.

Or

(b) State the main features of Theory Y and its implications for managers.

Page 4    Code No. : 30943 E

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13. (a) Discuss the factors which affect group performance.

Or

- (b) Explain the behavioural theory of leadership.

14. (a) How to change organization culture?

Or

- (b) What does a formal organizational structure show?

15. (a) What do you mean by planned change? Explain.

Or

- (b) Explain the sources of power.

PART C — (5 × 8 = 40 marks)

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

Each answer should not exceed 600 words.

16. (a) Discuss the role of organizational behavior.

Or

- (b) What are the characteristics of OB? Explain.

17. (a) Discuss the determinants of personality.

Or

- (b) Describe the importance of motivation.

Page 5 Code No. : 30943 E

18. (a) How do synergy and social loafing emerge in groups?

Or

- (b) Explain the Trait theory of leadership.

19. (a) In what ways organizational culture can be sustained?

Or

- (b) Explain different types of organizational structure.

20. (a) Describe the different approaches to organizational change.

Or

- (b) Discuss the different power dynamics.

Page 6 Code No. : 30943 E

