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Reg. No. :

Code No. : 22467 E Sub. Code : SMBA 34

B.B.A. (CBCS) DEGREE EXAMINATION,
NOVEMBER 2020.

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 questions.

Choose the correct answer :

1. OB tries to solve human behavioural problems and so it is _____ science.
(a) Nounative (b) Inter disciplinary
(c) Pure (d) Applied
2. Political science has contributed about _____ to OB.
(a) Authority (b) Power
(c) Democracy (d) Federalism

3. As values are transmitted from generation to generation it is ____.
- (a) Transferred
 - (b) Inculcated
 - (c) Adaptive
 - (d) Learat
4. High rate of labour turnover is a symptom of ____ Morale.
- (a) Low
 - (b) High
 - (c) Stable
 - (d) Consistent
5. By individuals preferring to work in groups satisfies ____ needs.
- (a) Inner
 - (b) Esteem
 - (c) Group
 - (d) Social

6. Greater the degree of _____ Mou will be the cohesiveness.
- (a) Dominance (b) Independence
- (c) Dependence (d) Freedom
7. In Managerial Grid, Team Management refers to the point _____.
- (a) 1,1 (b) 9, 1
- (c) 1, 9 (d) 9, 9
8. Having a key person in a desirable note in designing the change is called _____.
- (a) Coersion (b) Change agent
- (c) Collaborating (d) Cooption
9. Cultures are a barrier to _____ .
- (a) Identity (b) Stability
- (c) Commitment (d) Change
10. When job redesign, add responsibilities to existing job it is _____.
- (a) Job enrichment
- (b) Job enlargement
- (c) Job simplification
- (d) Job specification

PART B — (5 × 5 = 25 marks)

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

Each answer should not exceed 250 words.

11. (a) Brief the findings of Hawthorne studies.

Or

- (b) How other sciences have contributed to the study of OB.

12. (a) Spell out the nature of values.

Or

- (b) Illustrate the models of man.

13. (a) How do conflicts emerge?

Or

- (b) Brief Herzberg's Two Factor Theory.

14. (a) How do workers react to change?

Or

- (b) Illustrate two styles of leadership.

15. (a) Specify the functions of culture.

Or

- (b) Brief the objectives of OD.

PART C — ($5 \times 8 = 40$ marks)

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

Each answer should not exceed 600 words.

16. (a) Illustrate the nature of organizational behavior.

Or

- (b) Discuss the elements of systems approach to Management.

17. (a) Spell out methods for change of attitudes.

Or

- (b) Discuss the steps to improve morale in organization.

18. (a) Detail the strategies to handle organizational conflict.

Or

- (b) Explain the perception process and factors affecting perceptual selectivity.

19. (a) Why do workers resist a change?

Or

- (b) Illustrate the various types of counselling.

20. (a) Spell out the different types of culture and its qualities.

Or

- (b) Discuss the steps in organizational development.
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