

(6 pages)

Reg. No. :

Code No. : 40775

Sub. Code : GAOB 21

B.B.A. (CBCS) DEGREE EXAMINATION, APRIL 2014.

Second Semester

Business Administration — *Allied*

ORGANISATIONAL BEHAVIOUR

(For those who joined in July 2012 onwards)

Time : Three hours

Maximum : 75 marks

PART A — (10 × 1 = 10 marks)

Answer ALL questions.

Choose the correct answer :

1. Hawthorne Experiments were conducted under the leadership of
(a) Whitehead (b) Roethlisberger
(c) Elton Mayo (d) William Dickson
2. A group of inter related components in a co-ordinated way to attain some specific objectives is called
(a) System (b) Cluster
(c) Cartel (d) None of the above

3. An individual's ideas, thoughts, knowledge interpretations and understanding about himself and his environments are known as
(a) Perception (b) Cognition
(c) Conditioning (d) Stimulus
4. The global beliefs that guide actions and judgements across a variety of situations is called
(a) Ethics (b) Values
(c) Counselling (d) Attitude
5. Which one of the following is not a motivational factor according to Herzberg's theory?
(a) Achievement (b) Recognition
(c) Advancement (d) Salary
6. The degree of attachment of members to their group is called
(a) Group Norms (b) Group cohesiveness
(c) Congruity (d) Brain storming
7. The style of leadership that gives complete freedom to subordinates is called
(a) Democratic
(b) Participative
(c) Free-rein
(d) Monothetic

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8. Inter group conflict is also known as
(a) Organisational conflict
(b) Goal conflict
(c) Role conflict
(d) Vertical conflict
9. The concept of MBO was developed by
(a) Peter Drucker
(b) Elton Mayo
(c) Hilmer
(d) F.W.Taylor
10. TAT denotes
(a) Thematic Appreciation Test
(b) Theme Analysis Test
(c) Technology Association Test
(d) None of these

PART B — (5 × 5 = 25 marks)

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

Each answer should not exceed 250 words.

11. (a) Explain the Classical theory of organization.

Or

- (b) Explain the importance of Organisational Behaviour.

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12. (a) Explain the nature of learning.

Or

- (b) What are the external factors of perceptual selectivity?

13. (a) What are the characteristics of group norms?

Or

- (b) What are the elements of communication process?

14. (a) What are the advantages of participative leadership?

Or

- (b) Explain the term 'goal conflict'.

15. (a) What are the problems and limitations of MBO?

Or

- (b) Explain the importance of impression management.

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PART C — (5 × 8 = 40 marks)

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

Each answer should not exceed 600 words.

16. (a) Explain the various stages of Hawthorne Experiments.

Or

- (b) Critically analyse the Classical theory.

17. (a) Explain the techniques used for attitude measurement.

Or

- (b) Explain the various functions of counselling.

18. (a) Explain Maslow's theory of motivation

Or

- (b) Explain the methods to improve interpersonal communications.

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19. (a) Explain the various types of leadership.

Or

- (b) Explain the various methods of resolving organisational conflict.

20. (a) Explain the factors that make a team effective.

Or

- (b) Explain the recent trends in the field of organizational behaviour.

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