

(7 pages)

Reg. No. :

Code No. : 5689

Sub. Code : WBAM 13

M.B.A. (CBCS) DEGREE EXAMINATION,
NOVEMBER 2023.

First Semester

Business Administration — Core

MANAGING ORGANISATIONAL BEHAVIOUR

(For those who joined in July 2023 onwards)

Time : Three hours

Maximum : 75 marks

PART A — (15 × 1 = 15 marks)

Answer ALL questions.

Choose the correct answer :

1. Organisational Behaviour is _____.

- (a) A Science
- (b) An Art
- (c) A science as well as an art
- (d) None of the above

- 2. Organisational behaviour focuses at three levels
 - (a) Individuals, Organisation, Society
 - (b) Society, Organisation, Nation
 - (c) Employee, Employer, Management
 - (d) Individual, Groups, Organisation
- 3. Which of the following is not a contributing discipline of OB?
 - (a) Anthropology
 - (b) Psychology
 - (c) Physiology
 - (d) Sociology
- 4. Every Individual is _____ by their personality.
 - (a) Intellectual
 - (b) Specific
 - (c) Unique
 - (d) Systematic
- 5. _____ consists of the expectancy that a particular event will lead to a particular consequence.
 - (a) Eventual
 - (b) Behaviour
 - (c) Learning
 - (d) Attitude
- 6. The process of stimulating people to actions to accomplish the goals
 - (a) Bonus
 - (b) Motivation
 - (c) Performance based incentive
 - (d) Promotion

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7. _____ is a study of Group Behaviour.
(a) Anthropology (b) Psychology
(c) Physiology (d) Sociology
8. Communication begins with _____.
(a) encoding (b) idea origination
(c) decoding (d) channel selection
9. Sociometric analysis designed and developed by Jacob Levy Moreno is primarily associated with _____.
(a) Motivation (b) Perception
(c) Altitude (d) Group dynamics
10. _____ is increasing leadership rapidly.
(a) Strategy
(b) Command
(c) Control
(d) Getting others to follow
11. Which is an indirect approach to managing conflict?
(a) Buffering
(b) Win-lose
(c) Work flow interdependency
(d) Power asymmetry

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12. Another name for integrative negotiation is _____.
(a) arbitration
(b) mediation
(c) principled negotiation
(d) smoothing
13. Which of the following are the basic sources of stress?
(a) The Environment
(b) Social stressors
(c) Physiological
(d) Thoughts
14. Organisational climate is based on the _____ of members.
(a) Perceptions (b) Commitment
(c) Loyalty (d) Image
15. Emotional intelligence is _____.
(a) Being smart about emotional situation
(b) The ability to understand use, and manage our emotions
(c) Never getting angry
(d) All of the above

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PART B — (5 × 4 = 20 marks)

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

16. (a) What is Organisational Behaviour? Why is it important?

Or

- (b) Discuss the characteristics of organisational citizenship behaviour.

17. (a) Explain the factors that influence perception.

Or

- (b) What is Personality and its determinants?

18. (a) Discuss the aspects of group behaviour.

Or

- (b) Describe the steps of the communication process.

19. (a) What is leadership and its types?

Or

- (b) Discuss briefly about negotiation strategies in organisational behaviour.

20. (a) What is the cause of work stress at work place?

Or

- (b) Discuss the various roles of organisational culture.

PART C — (5 × 8 = 40 marks)

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

21. (a) Describe the nature and scope of Organisational Behaviour.

Or

- (b) What are the factors which lay down the foundation of Individual behaviour?

22. (a) What are the reasons for the formation of groups? How do groups promote individual interest?

Or

- (b) Describe the different elements of learning.

23. (a) Discuss the factors affecting Team Performance.

Or

- (b) Explain the guidelines for Effective Communication.



24. (a) Give an account on the behavioural theories of leadership.

Or

- (b) Explain the strategies for managing organisational politics.

25. (a) Discuss the importance of organisational culture.

Or

- (b) Explain the major qualities of Organisational Climate.
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