

PART C — (5 × 8 = 40 marks)

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

Each answer should not exceed 600 words.

16. (a) Examine the theories of personality.
Or
(b) Describe the types of personalities.
17. (a) How to improve perception? Examine.
Or
(b) Explain the techniques of motivation.
18. (a) Discuss the theories of job satisfaction.
Or
(b) Examine the significance of employee attitude and behaviour.
19. (a) Describe the nature of cooperation of Groups.
Or
(b) Explain the supervision style.
20. (a) Discuss the theories of leadership.
Or
(b) Find out the ways for effective leadership.

Reg. No. :

**Code No. : 22878 E Sub. Code : JATO 2 A/
SATO 2 A**

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

Second Semester

Tourism and Hospitality Management — Allied

ORGANIZATIONAL BEHAVIOUR

(For those who joined in July 2016 Onwards)

Time : Three hours

Maximum : 75 marks

PART A — (10 × 1 = 10 marks)

Answer ALL questions.

Choose the correct answer :

1. One of the key elements of organizational behaviour is
(a) environment (b) computer
(c) machine (d) administration
2. One of the intra-personal aspect of organizational behaviour is
(a) activity (b) attitude
(c) intelligence (d) individuality



3. The term 'sociology' was coined by
 (a) John Adam (b) Thomas Carlyle
 (c) Auguste Comte (d) Roosevelt
4. Selection is a process of
 (a) perception (b) value
 (c) personality (d) behaviour
5. One of the motivational tools is
 (a) salary (b) incentive
 (c) certificate (d) prize
6. Positive attitude in job is called
 (a) job satisfaction (b) honesty
 (c) cooperation (d) hard word
7. Value theory was profounded by
 (a) Lasky (b) John Adam
 (c) E.A. Locke (d) S.K. Andrews
8. Conferring of people's ideas is called
 (a) Crowed (b) Meeting
 (c) Assembly (d) Association
9. Leadership needs
 (a) physical health (b) attraction
 (c) knowledge (d) responsibility
10. Path-goal leadership theory was presented by
 (a) Martin Luthar (b) Martin Evans
 (c) Thomas Cook (d) Compte

Page 2 Code No. : 22878 E

PART B — (5 × 5 = 25 marks)

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

Each answer should not exceed 250 words.

11. (a) Write about the scope of organizational behaviour.
 Or
 (b) State the contributions of psychology to organizational behaviour.
12. (a) Explain the nature of motivation.
 Or
 (b) What is Brain storming? Explain.
13. (a) State the effects of job satisfaction.
 Or
 (b) Describe the nature of employee attitude.
14. (a) Sketch a note on operation meetings.
 Or
 (b) Describe the supervision style.
15. (a) State the types of leadership.
 Or
 (b) Explain the importance of counseling and guidance.

Page 3 Code No. : 22878 E

