

(6 pages)

Reg. No. :

Code No. : 5649

Sub. Code : ZBAM 12

M.B.A. (CBCS) DEGREE EXAMINATION,
NOVEMBER 2022.

First Semester

Business Administration – Core

ORGANISATIONAL BEHAVIOUR

(For those who joined in July 2021 onwards)

Time : Three hours

Maximum : 75 marks

PART A — (10 × 1 = 10 marks)

Answer ALL questions.

Choose the correct answer :

1. Organizational behavior is _____.
- (a) a Science
 - (b) an art
 - (c) a science as well as an art
 - (d) none of the above

2. Scope of organizational behavior does not include _____.

- (a) Leadership
- (b) Perception
- (c) Job design
- (d) Technology

3. An attitude can be influenced from a person

- (a) Congnition
- (b) Affect
- (c) Behaviour
- (d) All of the above

4. Values of a person _____.

- (a) are core principle
- (b) are stable over time
- (c) both (a) and (b)
- (d) none of the above

5. Which of the following is a need that motivates human behavior as per the achievement motivation theory?

- (a) Power
- (b) Affilitation
- (c) Achievement
- (d) All of the above

6. Emotional intelligence is also known as _____.

- (a) Emotional Quotient
- (b) Equality
- (c) Value
- (d) Attitude

Page 2

Code No. : 5649



7. The first step in conflict diagnosis is to describe the _____.
 (a) Conflict
 (b) Disputant
 (c) Motive
 (d) Position
8. There is usually _____ source of any given conflict.
 (a) Single
 (b) Multiple
 (c) Sole
 (d) Distinct
9. Organisation doesn't include _____.
 (a) By whom will be done
 (b) When will be done
 (c) What will be done
 (d) How will be done
10. The following is not a principle of organization.
 (a) Principle of exception
 (b) Principle of balance
 (c) Principle of complexity
 (d) Principle of co-ordination

Page 3

Code No. : 5649

PART B — (5 × 5 = 25 marks)

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

Each answer should not exceed 250 words.

11. (a) Discuss the various OB Models.
 Or
 (b) State the objectives of OB.
12. (a) Describe the Determinants of personality.
 Or
 (b) How are attitude formed? Explain.
13. (a) Explain the characteristics of motivation.
 Or
 (b) How to improve the emotional intelligence?
14. (a) List out the process of conflict.
 Or
 (b) Bring out the advantages of group decision making.
15. (a) How do you manage resistance to change in the workplace?
 Or
 (b) What are the reasons for resistance to change?

Page 4

Code No. : 5649

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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) State the important concept of OB.

Or

- (b) Enumerate the importance of OB.

17. (a) Discuss the influence of personality on behavior.

Or

- (b) Explain Eight Stage approach to personality development.

18. (a) Elaborate the Maslow's hierarchy of needs theory.

Or

- (b) What are the types of emotional intelligence?

19. (a) Examine the various types of group.

Or

- (b) Discuss the causes of conflict in the workplace.

Page 5

Code No. : 5649

20. (a) Bring out the key elements of organizational structure.

Or

- (b) Enumerate the importance of organizational culture.

Page 6

Code No. : 5649

