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Name.....

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THIRD SEMESTER B.B.A. DEGREE EXAMINATION, NOVEMBER 2017

(CUCBCSS—UG)

Core Course

BBA IIIB 04—ORGANIZATIONAL BEHAVIOUR

(2014 Admissions)

Time : Three Hours

Maximum : 80 Marks

Part I (Objective Questions)

Answer all ten questions.

Choose the correct answer :

1. Organization Behaviour is :

- a) An interdisciplinary approach. b) A humanistic approach.
c) Total system approach. d) All of these.

2. Which of the following is/are not job related source of stress ?

- a) Role ambiguity. b) Role overload.
c) Ethical dilemmas. d) Career concerns.

3. Which of the following theory is proposed by Clayton Alderfer ?

- a) Theory X and Theory Y. b) Hierarchy of Needs.
c) ERG Theory. d) Trait Theory.

4. Most valuable asset in an organization is :

- a) Land and building. b) Cash and bank balances.
c) Human being. d) Technology.

5. _____ is the force of action or motivation.

- a) Behaviour. b) Stimulus.
c) Perception. d) Attitude.

Fill in the blanks :

6. _____ is a relatively permanent change in behaviour that occurs as a result of experience.

7. _____ refers to the negotiation or an agreement between two groups.

Turn over

8. The terms "employee-centred" and "production-centred" to describe leader behaviour were used by _____.
9. The _____ theory was based on the premise that much human action is purposeful, in that it is directed by conscious goals.
10. A manager with good _____ can make the work place more pleasant.

(10 × 1 = 10 marks)

Part II (Short Answer Questions)

Answer any eight out of the ten questions in two or three sentences.

11. Define organisational behaviour.
12. What is personality ?
13. Define perception.
14. What is motivation ?
15. Define learning.
16. Define stress.
17. What do you mean by functional group ?
18. What is task group ?
19. Define group norms.
20. What is an organisation ?

(8 × 2 = 16 marks)

Part III (Short Essay Questions)

Answer any six out of the eight questions in about 200 words.

21. Discuss the nature of organisational behaviour.
22. What is the importance of organisational behaviour ?
23. Discuss the various learning theories.
24. What are the qualities of a successful leader ?
25. Explain the need of a group.
26. Explain the factors which can decrease group cohesiveness.
27. What are the components of learning process ?
28. What are the different types of informal groups ?

(6 × 4 = 24 marks)

Part IV (Essay Questions)

Answer any two out of the three questions in about 800 words.

29. Explain Maslow's need hierarchy theory of motivation. Discuss its importance.
30. Define leadership. Discuss the types of leadership.
31. What are the financial and non-financial motivators of an organisation ?

(2 × 15 = 30 marks)

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(CUCBCSS—UG)

Core Course

BBA III B 04—ORGANISATIONAL BEHAVIOUR

(2014 Admissions)

Time : Three Hours

Maximum : 80 Marks

Part I

Answer all questions.

1. A common definition of Organisational Behaviour is that it is the study of :
 - (a) Individual Behaviour.
 - (b) Group Behaviour.
 - (c) Interpersonal behaviour.
 - (d) All of the above.
2. The four main dimensions which influence behaviour in work organisations are :
 - (a) Individual, Organizational, Group, Gender.
 - (b) Individual, Organizational, Group, Environment.
 - (c) Group, environment, individual, Gender.
 - (d) Gender and Ethnic difference.
3. Organizational behaviour incorporates *two* distinct features which are :
 - (a) Interdisciplinary and Scientific.
 - (b) Interdisciplinary and Explanatory.
 - (c) Interdisciplinary and Systematic.
 - (d) Explanatory and Systematic.
4. Which of the following was given as a quality of a leader, as opposed to a manager ?
 - (a) Analytical.
 - (b) Problem Solving.
 - (c) Flexible.
 - (d) Structured.
5. Which of these approaches argues that there is no single best way to manage behaviour ?
 - (a) Hawthorne.
 - (b) Scientific Management.
 - (c) Cornerstone Skill.
 - (d) Contingency.

Turn over

6. Emotional intelligence, as ability, does not contain one of the following branches. Which is it ?
- (a) Use emotions to facilitate thinking.
 - (b) Manage emotions so as to achieve specific goals.
 - (c) Perceive emotions accurately in self and others.
 - (d) Understand emotional outburst in others and the signals conveyed by them.
7. The beliefs, feelings, and behavioural tendencies held by a person about an object, event, or person are called :
- (a) Attitudes.
 - (b) Intuitions.
 - (c) Sentiments.
 - (d) Perceptions.
8. Most valuable asset in an organization is :
- (a) Land and building.
 - (b) Cash and bank balances.
 - (c) Human being.
 - (d) Technology.
9. According to Mintzberg, one of management's interpersonal roles is :
- (a) Spokesperson.
 - (b) Leader.
 - (c) Negotiator.
 - (d) Monitor.
10. If a person responds the same way over time, attribution theory states that the behaviour shows :
- (a) Distinctiveness.
 - (b) Consensus.
 - (c) Consistency.
 - (d) Continuity.

(10 × 1 = 10 marks)

Part II (Short Answer Questions)

Answer any eight questions.

- 11. What do you mean by turnover ?
- 12. List the importance of OB.
- 13. What is emotional labour ?
- 14. Explain group dynamics.
- 15. What factors determine job satisfaction ?
- 16. Who are extroverts and introverts ?
- 17. What is a formal organization ?
- 18. Who are stake holders ?
- 19. What do you mean by work place stress ?
- 20. What is adverse impact ?

(8 × 2 = 16 marks)

Part III (Short Essay)

Answer any six questions.

21. What are the differences between content and process theories of motivation ?
22. What are the motivating characteristics of work ?
23. Are leaders born rather than made ?
24. To what extent is it possible to be a democratic leader ?
25. Is pay a motivator or a hygiene factor ?
26. Compare and contrast two different approaches to personality.
27. Explain work stress and its sources.
28. What are human reactions to organizational change ?

(4 × 6 = 24 marks)

Part IV (Long essay)

Answer any two questions.

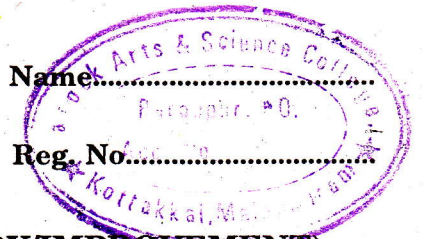
29. The study of 'OB' is essential for all managers. Justify the statement by explaining its nature and scope.
30. Bring out the concept of motivation with its process, its importance and types in detail.
31. Explain two theories of leadership in detail.

(2 × 15 = 30 marks)

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**THIRD SEMESTER B.B.A. DEGREE (SUPPLEMENTARY/IMPROVEMENT)
EXAMINATION, NOVEMBER 2015**

(UG-CCSS)

Core Course

BB 3B 04 – ORGANISATIONAL BEHAVIOUR

Time : Three Hours

Maximum : 30 Weightage

Part A

Answer all twelve questions.

I. Fill in the blanks :

1. When an autocratic leader chooses to give rewards to his employees, then his style becomes _____ autocratic style.
2. The informal system of communication network system in an organization is known as _____.
3. The _____ needs have a tendency of recurrence.
4. Those factors which are capable to inhibit performance by their absence but any addition in them does not increase efficiency, are known as _____ factors.

II. Choose the correct answer from the brackets :

5. Motive is :

- | | |
|-----------------|--------------------|
| (a) Felt needs. | (b) Satisfaction. |
| (c) Perception. | (d) None of these. |

6. Intra personal refers to :

- | | |
|--------------------------|---------------------------|
| (a) Between individuals. | (b) Within an individual. |
| (c) Individual belief. | (d) Among members. |

7. ERG Theory was developed by :

- | | |
|-------------------|-----------------|
| (a) Alderfer. | (b) Maslow. |
| (c) Victor Vroom. | (d) Max Webber. |

8. Forming stage refers to :

- | | |
|--------------------------|--------------------|
| (a) Norms established. | (b) Initial stage. |
| (c) Task rotation stage. | (d) Final stage. |

Turn over

State True or False :

9. Organizations have division of labour.
10. Complexity of personality makes managing and working with people extremely challenging.
11. Communication is not required among group members.
12. Valence refers to the degree of favorableness or unfavourableness towards object.

(12 × ¼ = 3 weightage)

Part B

Answer the following in one or two sentences each.

Answer all questions.

Each question carries a weightage of 1.

13. Define Learning.
14. Define job redesigning.
15. What is perception ?
16. Define Attitude.
17. Define group cohesiveness.
18. What is social learning?
19. Define Eustress.
20. Define formal group.
21. Define Organization Development.

(9 × 1 = 9 weightage)

Part C (Short Essay or Paragraph Questions)

Answer any five questions.

Each question carries a weightage of 2.

22. What are the scope of OB?
23. Explain determinants of personality.
24. What are the factors effecting perception?
25. Explain the nature of motivation.
26. Explain stages of group development.
27. Explain path goal theory of leadership.
28. What are the consequences of stresses?

(5 × 2 = 10 weightage)

Part D (Essay Questions)

Answer any two questions.

Each question carries a weightage of 4.

29. Explain Theory X and Theory Y.
30. Explain theories of learning.
31. What are leadership studies? Explain earliest studies on leadership.

(2 × 4 = 8 weightage)

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Name.....

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THIRD SEMESTER B.B.A. DEGREE EXAMINATION, NOVEMBER 2015

(CUCBCSS—UG)

Core Course

BBA III B 04—ORGANISATIONAL BEHAVIOUR

Time : Three Hours

Maximum : 80 Marks

Part I

Answer all.

1. A common definition of OB is that, it is the study of :
 - (a) Pattern of Organisational structure.
 - (b) Group Behaviour.
 - (c) Individual Behaviour.
 - (d) All of the above.
2. The purpose of job enrichment is to :
 - (a) Expand the number of tasks an individual can do.
 - (b) Increase job efficiency.
 - (c) Increase job effectiveness.
 - (d) Increase job satisfaction.
3. Which of these is a core underlying discipline that informs OB ?
 - (a) Motivation.
 - (b) Sociology.
 - (c) Leadership.
 - (d) None of the above.
4. According to Herzberg, which of the following is a maintenance factor ?
 - (a) Salary.
 - (b) Work itself.
 - (c) Responsibility.
 - (d) Recognition.
5. Which of the following forms the basis for autocratic model of OB.
 - (a) Obedience.
 - (b) Power.
 - (c) Authority.
 - (d) All of the above.
6. Leaders who guide their followers in the direction of established goals by clarifying role and task requirements are known as _____ leaders.
7. Theory X was developed by _____.
8. According to Maslow, _____ need of human beings at the lowest.

Turn over

9. OB helps to understand work related issues such as motivation, leadership, attitudes and _____.
10. High job satisfaction helps to keep employee turnover _____.

(10 × 1 = 10 marks)

Part II (Short Answer Questions)

Answer any eight questions.

11. Define OB.
12. Define Organisational culture.
13. Define personality.
14. What is meant by Group cohesiveness.
15. Define stress.
16. What is meant by OD.
17. Define perception.
18. What is meant hygiene factors.
19. What is meant by self esteem needs .
20. State the essence of theory X.

(8 × 2 = 16 marks)

Part III (Long Essay)

Answer any six questions.

21. Explain the nature of Organisational behaviour.
22. Elaborate the determinants of personality.
23. Explain the types of group behaviour.
24. Explain the styles of leadership.
25. What are the types of conflicts ?
26. Explain the significance of Organisational development.
27. Explain how to manage organisational change.
28. Explain Fiedler's contingency model in leadership.

(6 × 4 = 24 marks)

Part IV (Long Essay)

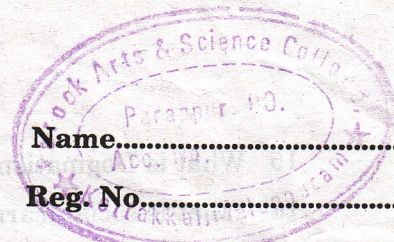
Answer any two questions.

29. Explain Maslow's Need Hierarchy theory.
30. Elaborate on types of group, it's features and stages in group development.
31. What are the causes and consequences of stress.

(2 × 15 = 30 marks)

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THIRD SEMESTER B.B.A. DEGREE EXAMINATION, NOVEMBER 2014

(UG-CCSS)

Core Course

BB 3B 04—ORGANIZATIONAL BEHAVIOUR

Time : Three Hours

Maximum : 30 Weightage

Part A

Answer all twelve questions.

Each question carries a weightage of ¼.

I. Fill in the blanks :

- 1 _____ leadership emphasize on rules and regulation in an organization.
- 2 _____ is the ability of influencing people to strive willingly for mutual objectives.
- 3 _____ refers to the basic changes in the content and responsibilities of job so as to satisfy higher motivational needs.
- 4 _____ is a set of values that states what an organisation stands for.

II. State True/False :

- 5 The concept of work-week is related with job redesign.
- 6 When a group gives some of its leadership positions to the members of other group, it is co-opting.
- 7 Cognitive Evaluation Theory of motivation is introduced by Charms.
- 8 According to X theory employees love work as play or rest.

III. Match the following :—

- | | |
|-----------------------------|---------------------------|
| 9 Classroom. | (a) Job enrichment. |
| 10 Intervention techniques. | (b) The Michigan Studies. |
| 11 Conflict Resolution. | (c) Bargaining. |
| 12 Behaviour Theory. | (d) Cognitive learning. |

(12 × ¼ = 3 weightage)

Part B

Answer all questions.

Answer the following in one or two sentences each.

Each question carries a weightage of 1.

- 13 Define Organization Behaviour.
- 14 What is Self-Esteem ?

Turn over

- 15 What is Dogmatism ?
- 16 What is social learning ?
- 17 What is Perceptual defense ?
- 18 What is Halo effect ?
- 19 What are functional groups ?
- 20 What are group norms ?
- 21 Who is a Benevolent Autocrat ?

(9 × 1 = 9 weightage)

Part C

Answer any **five** questions.

Each question carries a weightage of 2.

- 22 Write a short note on nature of OB.
- 23 Briefly explain ERG theory.
- 24 What is organizational culture ?
- 25 What are the methods of overcoming resistance to change ?
- 26 What is Type A and B personalities ?
- 27 What are the types of informal groups ?
- 28 What is Sensitivity Training ?

(5 × 2 = 10 weightage)

Part D

Answer any **two** questions.

Each question carries a weightage of 4.

- 29 What is Conflict ? What are the sources of organizational conflict ?
- 30 Define Leadership and briefly explain important leadership theories.
- 31 Define Personality. Discuss various factors effecting personality.

(2 × 4 = 8 weightage)

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Name.....

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THIRD SEMESTER B.B.A. DEGREE EXAMINATION, NOVEMBER 2013

(UG-CCSS)

Core Course

BB IIIB 04—ORGANISATIONAL BEHAVIOUR

Time : Three Hours

Maximum : 30 Weightage

Part A

This part consists of 3 bunches of question carrying equal weightage of 1.

Each bunch consists of four questions.

Answer all questions.

I. Fill in the blanks :

- 1 Organizational behaviour studies an _____ as a whole person.
- 2 _____ is the study of societies to learn about human beings and their activities.
- 3 The behaviour of individuals is determined by the characteristics of individuals and the _____ they live in.
- 4 _____ is the sum total of an individuals psycho-physical system.

II. Choose the correct answer from brackets :

- 5 According to Freud, the first stage of personality is :
(a) Anal. (b) Phallic.
(c) Oral. (d) Latency.
- 6 Learning is a change in behaviour as a result of :
(a) Experience. (b) Imagination.
(c) Reading. (d) Listening.
- 7 An inner state of mind that activates and directs the behaviour of individuals is :
(a) Courage. (b) Motivation.
(c) Loyalty. (d) Sympathy.
- 8 Which one of the following is not a source of conflict ?
(a) Personality. (b) Perception.
(c) Skills and abilities. (d) Organisation goal.

Turn over

III. Answer in one word :

- 9 The art of influencing people so that they will strive willingly and enthusiastically towards the achievement of group goals is called as :
- 10 The planned process of change in an organization's culture through the use of behavioural science technology, research and theory is called as :
- 11 The style of leadership in which the leader centralises power and decision-making in himself is called :
- 12 The force that creates frustration, emotional tension and strain is called :

(12 × ¼ = 3 weightage)

Part BIV. Answer **all** nine questions in **one** or **two** sentences each. Each question carries a weight of 1 :

- 13 Define Organisational Behaviour.
- 14 Define Personality.
- 15 Who are introvert personalities ?
- 16 What do you mean by Perception ?
- 17 What is Learning Curve ?
- 18 Distinguish between Motivation and Incentives.
- 19 Explain "Job Enrichment".
- 20 What do you understand by "Morale" ?
- 21 Distinguish between Conflict and Competition.

(9 × 1 = 9 weightage)

Part CV. Answer any **five** questions. Each question carries a weight of 2 :

- 22 Explain briefly the causes or sources of stress.
- 23 What do you understand by Leadership styles ? Discuss any *two* styles of leadership.
- 24 Explain briefly the internal and external forces for change in organisation.
- 25 What are the objectives of organisational development ? How is organization development undertaken by organisations ?
- 26 Define the term "Group". Why are groups formed ?
- 27 Discuss the factors affecting morale in a business organisation.
- 28 Explain the major dimensions of social learning theory.

(5 × 2 = 10 weightage)

Part D

VI. Answer any *two* questions. Each question carries a weight of 4 :

- 29 What is motivation ? Compare and contrast Maslow's need hierarchy theory with Herzberg's two factor theory of motivation.
- 30 What is organisational behaviour ? Explain the nature, scope and need for studying organisational behaviour.
- 31 What are the different types of personalities ? Explain the major determinants of personality ?

(2 × 4 = 8 weightage)