

D 100019

(Pages : 3)

Name.....

Reg. No.....

SIXTH SEMESTER U.G. DEGREE EXAMINATION, MARCH 2024

(CUCBCSS—UG)

B.B.A.

BBA VIB 13—ORGANIZATIONAL BEHAVIOUR

(2018 Admissions only)

Time : Three Hours

Maximum : 80 Marks

Part I*Answer all questions.**Each question carries 1 mark.*

Choose the correct answer :

1. Which leadership style encourages creativity and innovation, giving team members flexibility ?
 - (a) Democratic.
 - (b) Laissez-faire.
 - (c) Transactional.
 - (d) Autocratic.
2. Which among the following are the basic sources of stress ?
 - (a) Social Stressors.
 - (b) Environment.
 - (c) Physiological.
 - (d) All of them.
3. Organisational behaviour focus on which of the following ?
 - (a) Society, organisation and nation.
 - (b) Individual, organisation and society.
 - (c) Employer, employee and management.
 - (d) Individual, group and organisation.
4. Who proposed the first comprehensive theory of personality ?
 - (a) Hippocrates.
 - (b) Gall.
 - (c) Freud.
 - (d) Wundt.

Turn over

5. Cohesiveness is the degree to which members are :
- (a) Associated. (b) Attracted.
(c) Attributed. (d) Affiliated.

Fill in the blanks :

6. _____ is defined as the organization and interpretation of sensations.
7. _____ is ability to build up confidence and zeal among people.
8. _____ has proposed an unfreezing, changing and refreezing model of organisational development.
9. _____ is concerned with the interaction of individuals in a face to face relationship.
10. The disagreement or difference of opinion between two or more individuals or groups is called as _____.

(10 × 1 = 10 marks)

Part II (Short Answer Questions)

*Answer any **eight** questions.
Each question carries 2 marks.*

11. Define Perception.
12. What is group behaviour ?
13. What are the features of organizational development ?
14. State two objectives of organisational behaviour.
15. Write short notes on intrinsic motivation.
16. Explain the features of autocratic leadership.
17. Write short notes on complementary transactions.
18. Explain Learning.
19. What are formal groups ?
20. Write short notes on social learning.

(8 × 2 = 16 marks)

Part III (Short Essays)

*Answer any six questions.
Each question carries 4 marks*

21. List out the qualities of a good leader.
22. Mention the characteristics of organizational behaviour.
23. Discuss the importance of organisational change.
24. Write short notes on group dynamics.
25. Write short notes on conflict resolution techniques.
26. What is group decision making ?
27. Define Personality. State its characteristics.
28. Briefly explain the need hierarchy theory of motivation.

(6 × 4 = 24 marks)

Part IV (Long Essays)

*Answer any two questions.
Each question carries 15 marks.*

29. Define leadership. Critically examine the important theories of leadership.
30. What is stress management ? Comment on the techniques which can be employed to reduce stress of individuals.
31. What is Organisational behaviour ? Explain the models of organisational behaviour.

(2 × 15 = 30 marks)

C 40019

(Pages : 3)

Name.....

Reg. No.....

SIXTH SEMESTER U.G. DEGREE EXAMINATION, MARCH 2023

(CUCBCSS—UG)

B.B.A.

BBA VIB 13—ORGANIZATIONAL BEHAVIOUR

(2017—2018 Admissions)

Time : Three Hours

Maximum : 80 Marks

Part I*Answer all questions.**Each question carries 1 mark.*

1. Which of the following is a projective technique of personality measurement ?
 - (a) Rating Scale.
 - (b) Interview.
 - (c) Observation.
 - (d) Thematic Apperception test.
2. Which of the following describes Autocratic style of leadership ?
 - (a) Delegating style of leadership.
 - (b) Participative style of leadership.
 - (c) Consultative style of leadership.
 - (d) Directing style of leadership.
3. Which of the following are the basic sources of stress ?
 - (a) The Environment.
 - (b) Social Stressors.
 - (c) Physiological.
 - (d) All of the above.
4. Organizational behaviour covers three main levels of analysis :
 - (a) Individuals, Organisation, Society.
 - (b) Society, Organisation, Nation.
 - (c) Employee, Employer, Management.
 - (d) Individual, Groups, Organisation.

Turn over

5. The ability to persuade others to seek defined objectives is :
- (a) Power. (b) Status.
(c) Leadership. (d) Team.
6. The degree of attraction of the group to its members is _____.
7. _____ groups created to achieve specific organizational objectives.
8. _____ involves motivating employees with money and things associated with money.
9. The reaction of an individual towards a stimulus is called _____.
10. The relatively stable characteristics that form the basic foundation of personality is termed as _____.

(10 × 1 = 10 marks)

Part II (Short Answer Question)

*Answer any **eight** questions
Each question carries 2 marks.*

11. What is Stress Management ?
12. What is Organisation behavior ?
13. What are Informal Groups ?
14. What is meant by Intrinsic Motivation ?
15. What is Group Dynamics ?
16. What is Laissez-Faire Leadership ?
17. What are the factors that influence the Behaviour of each individual ?
18. What is Conflict Resolution ?
19. What is Social Learning ?
20. Write short notes on Perception.

(8 × 2 = 16 marks)

Part III (Short Essays)

*Answer any **six** questions.
Each question carries 4 marks.*

21. Explain the characteristics of a Group.
22. Briefly explain the different organizational behavioral models.
23. Describe the important Stress management Techniques.
24. Define personality and explain the determinants of Personality.
25. List out the qualities of a good leader.
26. Briefly explain the Psycho Analytical theory of Personality.
27. Identify the challenges and limitations of Organisation Behaviour.
28. Explain Vroom's expectancy theory of motivation.

(6 × 4 = 24 marks)

Part IV (Long Essays)

*Answer any **two** questions.
Each question carries 15 marks.*

29. What is Leadership ? State the importance and features of Leadership.
30. What is meant by group decision making ? Describe the advantages and disadvantages of group decision making.
31. Describe organisational behaviour as a field of study and highlight its features and characteristics.

(2 × 15 = 30 marks)

C 20030

(Pages : 3)

Name.....

Reg. No.....

**SIXTH SEMESTER U.G. (CUCBCSS—UG) DEGREE EXAMINATION
MARCH 2022**

B.B.A.

BBA VIB 13—ORGANIZATIONAL BEHAVIOUR
(2015—2018 Admissions)

Time : Three Hours

Maximum : 80 Marks

Part I*Answer all questions.
Each question carries 1 mark.*

Choose the correct answer :

1. Who proposed social learning theory ?
 - (a) B.F. Skinner.
 - (b) Maslow.
 - (c) Albert Bandura.
 - (d) Tolman.
2. Which of the following factors are responsible for individual behaviour ?
 - (a) Age.
 - (b) Religion.
 - (c) Intelligence.
 - (d) All of the above.
3. Which among the following is the final stage of group development ?
 - (a) Storming.
 - (b) Adjourning.
 - (c) Forming.
 - (d) Norming.
4. Which of the following need is the most basic, powerful and obvious of all human needs ?
 - (a) Esteem needs.
 - (b) Social needs.
 - (c) Physiological needs.
 - (d) Safety needs.
5. Which of the following helps in the study of communications within the organization ?
 - (a) Sociology.
 - (b) Anthropology.
 - (c) Psychology.
 - (d) Semantics.

Turn over

Fill in the blanks :

6. _____ refers to the behaviour of persons in an organization.
7. The basic causes behind human behaviour falls into two broad categories namely inherited characteristics and _____ characteristics.
8. Leadership qualities can be classified into two namely _____ traits and management traits.
9. _____ refers to the way we try to understand the world around us.
10. _____ refers to a clash or disagreement between persons or groups in an organization.

(10 × 1 = 10 marks)

Part II (Short Answer Questions)

*Answer any **eight** questions.*

Each question carries 2 marks.

11. What do you mean by a command group ?
12. What is conflict management ?
13. Define group dynamics.
14. What do you mean by fringe benefits ?
15. What is anthropology ?
16. What is managerial grid ?
17. What do you mean by eustress ?
18. What are social needs ?
19. What are hygiene factors ?
20. Define organizational development.

(8 × 2 = 16 marks)

Part III (Short Essays)

*Answer any **six** questions.*

Each question carries 4 marks.

21. Briefly explain the various styles of leadership adopted by different leaders.
22. What are the various steps involved in managing change in organizations ?

23. Differentiate between Theory X and Theory Y of McGregor.
24. Explain the various non-financial rewards that can be used for motivating employees ?
25. List out the features of a cohesive group.
26. Briefly explain the trait theory of leadership.
27. "OD is a process rather than a solution for a given problem". Explain the steps involved in the organizational development process ?
28. What are the steps involved in learning process ?

(6 × 4 = 24 marks)

Part IV (Long Essays)

*Answer any two questions.
Each question carries 15 marks.*

29. Define Personality. Explain the determinants of personality.
30. Explain the various causes of organization or job stress ? What are the consequences of work stress ?
31. Define Group. List out the features of a group. Also explain the different classifications or types of groups.

(2 × 15 = 30 marks)

C 80085

(Pages : 3)

Name.....

Reg. No.....

SIXTH SEMESTER B.Com./B.B.A. DEGREE EXAMINATION, MARCH 2020

(CUCBCSS—UG)

B.B.A.

BBA VIB 13—ORGANIZATIONAL BEHAVIOUR

(2015 Admissions)

Time : Three Hours

Maximum : 80 Marks

Part I

Answer all questions.

Each question carries 1 mark.

1. Organization Behaviour is not a/an :
 - (a) A separate field of study.
 - (b) Applied science.
 - (c) Normative science.
 - (d) Pessimistic approach.
2. A technique to bring changes in the entire organization, rather than focusing attention on individuals to bring changes easily :
 - (a) Organizational development.
 - (b) Organizational change.
 - (c) Organisational culture.
 - (d) Organizational conflicts.
3. In which stage of the conflict process does conflict become visible ?
 - (a) Illumination.
 - (b) Intentions.
 - (c) Behaviour.
 - (d) Cognition.
4. Which behavioural science discipline is most focused on understanding individual behaviour ?
 - (a) Sociology.
 - (b) Social psychology.
 - (c) Psychology.
 - (d) Anthropology.
5. Which of the following is not an attribute of psychological individual difference ?
 - (a) Motivation.
 - (b) Learning.
 - (c) Personality.
 - (d) Complexion.

Turn over

6. In Maslow's Need hierarchy ———— needs are shown between Esteem needs and Safety needs.
7. ———— propounded X and Y theory of motivation.
8. In ———— leadership, there is a complete centralization of authority in the leader.
9. Organisational behaviour is the study of ———— in the organisation.
10. Thematic Apperception Test (TAT) is designed to understand ———— of individual.

(10 × 1 = 10 marks)

Part II (Short Answer Questions)

Answer any eight questions.

Each question carries 2 marks.

11. What is perception ?
12. What do you mean by formal group ?
13. Define group cohesiveness.
14. What is learning ?
15. What is leadership ?
16. What is informal group ?
17. What is personality ?
18. What is motivation ?
19. What do you mean by functional group ?
20. What is an organisation ?

(8 × 2 = 16 marks)

Part III (Short Essays)

Answer any six questions.

Each question carries 4 marks.

21. Discuss the scope and importance of organisational behaviour.
22. What are the features of motivation ?
23. What are the types of group norms ?
24. What are the features of leadership ?

25. What are the qualities of successful leader ?
26. What are the benefits of organisational development programmes ?
27. What are the advantages of group cohesiveness ?
28. Explain the importance of a group.

(6 × 4 = 24 marks)

Part IV (Long Essays)

Answer any two questions.

Each question carries 15 marks.

29. Explain the stages of development of group.
30. Explain the McGregor Theory X and Theory Y.
31. "Money holds the key to work motivation in modern business organisation." Discuss the financial and non-financial motivators.

(2 × 15 = 30 marks)

C 60021

(Pages : 3)

Name.....

Reg. No.....

SIXTH SEMESTER B.B.A. DEGREE EXAMINATION, MARCH 2019

(CUCBCSS)

BBA VI B 13—ORGANIZATIONAL BEHAVIOUR

(2015 Admissions)

Time : Three Hours

Maximum : 80 Marks

Part I

Answer all questions.

Each question carries 1 mark.

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 a direct method to solve intergroup conflicts ?
 - (a) Problem solving.
 - (b) Domination by the management.
 - (c) Removing key figures in conflict.
 - (d) Persuasion.
3. Which of the following is an environmental force that shapes personality ?
 - (a) Gender.
 - (b) Height.
 - (c) Experience.
 - (d) Brain size.
4. Which of the following is a reason that the study of organizational behaviour is useful ?
 - (a) Human behaviour does not vary a great deal between individuals and situations.
 - (b) Human behaviour is not random.
 - (c) Human behaviour is not consistent.
 - (d) Human behaviour is rarely predictable.

Turn over

5. What is the most relevant application of perception concepts to organizational behaviour ?
- The perceptions people form about each other.
 - The perceptions people form about their employer.
 - The perceptions people form about their culture.
 - The perceptions people form about society.
6. Maslow's "basic needs" are also known as _____.
7. _____ theory believes that employees dislike work.
8. _____ is the ability of influencing people to strive willingly for mutual objectives.
9. Organizational behaviour is a _____ as well as an art.
10. _____ is a relatively permanent change in behaviour that occurs as a result of experience.

(10 × 1 = 10 marks)

Part II (Short Answer Questions)

Answer any eight questions.

Each question carries 2 marks.

- Define personality.
- What do you mean by group ?
- What do you mean by group norms ?
- Define motivation.
- Define organizational development.
- Define formal group.
- What are group norms ?
- Define organizational behaviour.
- Define learning.
- Define stress.

(8 × 2 = 16 marks)

Part III (Short Essays)

*Answer any **six** questions.*

Each question carries 4 marks.

21. What are the disciplines related to organizational behaviour ?
22. What are the components of learning process ?
23. What are the different types of groups ?
24. What are the factors that can increase group cohesiveness ?
25. What are the types of leadership ?
26. What are the types of conflict ?
27. What are the features of motivation ?
28. What is the importance of organizational behaviour ?

(6 × 4 = 24 marks)

Part IV (Long Essays)

*Answer any **two** questions.*

Each question carries 15 marks.

29. Explain the learning theories.
30. Explain Maslow's need hierarchy theory of motivation. Discuss its importance.
31. What are the financial and non financial motivators of an organization ?

(2 × 15 = 30 marks)

D 40021

(Pages : 2)

Name.....

Reg. No.....

SIXTH SEMESTER B.B.A. DEGREE EXAMINATION, MARCH/APRIL 2018

(CUCBCSS—UG)

BBA VI B 13—ORGANIZATIONAL BEHAVIOUR

(2015 Admissions)

Time : Three Hours

Maximum : 80 Marks

Part I

Answer all questions.

Each question carries 1 mark.

1. A study of human behaviour in organizational settings is ——
 - (a) Individual behaviour.
 - (b) Group behaviour.
 - (c) Organizational behaviour.
 - (d) None of these.
2. Which of the following methods is/are used to solve intergroup conflicts indirectly ?
 - (a) Avoidance.
 - (b) Encouragement.
 - (c) Bargaining.
 - (d) All of these.
3. Which of the following is/are OD intervention techniques ?
 - (a) Sensitivity training.
 - (b) MBO.
 - (c) Quality of work life.
 - (d) All the above.
4. An OB study would be least likely to be used to focus on which of the following problems ?
 - (a) An increase in absenteeism at a certain company.
 - (b) A fall in productivity in one shift of a manufacturing plant.
 - (c) A decrease in sales due to growing foreign competition.
 - (d) An increase in theft by employees at a retail store.
5. What is the process by which individuals organize and interpret their sensory impressions in order to give meaning to their environment ?
 - (a) Interpretation.
 - (b) Environmental analysis.
 - (c) Outlook.
 - (d) Perception.
6. —— is the dynamic organization within the individual that determine his unique adjustment to the environment.
7. Under Herzberg's theory, factors causing dissatisfaction are called ——.
8. According to —— Theory employees love work as play or rest.

Turn over

9. Free rein leadership is also known as _____.
10. _____ are social inventions for accomplishing goals through group efforts.

(10 × 1 = 10 marks)

Part II (Short Answer Questions)

*Answer any eight questions.
Each question carries 2 marks.*

11. What is organisational behaviour ?
12. Define leadership.
13. Define informal group.
14. Define an organisation.
15. What is stress ?
16. Define group.
17. What is group cohesiveness ?
18. Define perception.
19. What is task group ?
20. Define group norms.

(8 × 2 = 16 marks)

Part III (Short Essays)

*Answer any six questions.
Each question carries 4 marks.*

21. Discuss the nature of organisational behaviour.
22. What are the determinants of personality ?
23. Discuss the need and importance for a group.
24. What are the advantages of group cohesiveness ?
25. What are the qualities of a leader ?
26. What are the objectives of organisational development ?
27. What are the limitations of the organisational development programmes ?
28. What are the characteristics of personality ?

(6 × 4 = 24 marks)

Part IV (Long Essays)

*Answer any two questions.
Each question carries 15 marks.*

29. Explain the factors affecting perception.
30. Discuss the Herzberg's Hygiene Theory of motivation.
31. Explain the theories of leadership.

(2 × 15 = 30 marks)