

Reg. No. :

Name :

**Third Semester B.B.A. Degree Examination, March 2022
Career Related First Degree Programme under CBCSS**

Group 2(b)

Elective Course

BM 1361.1 : ORGANISATIONAL BEHAVIOUR

(2019 & 2020 Admission)

Time : 3 Hours

Max. Marks : 80

SECTION – A

Very short answer type Questions. (One word to maximum of 2 sentences)

Answer all questions. Each question carries 1 mark.

1. Define Organisational behaviour as a field of study.
2. Explain Supportive model.
3. Define Learning.
4. What is Esprit de Corps?
5. What is Group Cohesiveness?
6. What is Theory X and Theory Y?
7. Define Organisational Climate.

8. Define Organisational Change.
9. What is Social Loafing?
10. Define Transactional Analysis.

SECTION – B

(10 × 1 = 10 Marks)

Short Answer Questions (Not to exceed one paragraph)

Answer any eight questions. Each question carries 2 marks.

11. Explain workforce diversity as a challenge in organisational behaviour.
12. Discuss Self theory of Personality.
13. Explain the nature of learning.
14. Discuss the nature of perception.
15. What is brainstorming?
16. What do you mean by synergy in group?
17. Discuss the methods of enforcing group norms.
18. Write some positive aspects of conflict.
19. What are the main sources of Inter-personal conflict?
20. Discuss the importance of motivation in an organisation.
21. Discuss Maslow's Need hierarchy theory.
22. What are the criteria for organisational effectiveness?
23. What are the characteristics of informal organisation?

24. What is Groupthink?
25. Discuss the relationship between group cohesiveness and productivity.
26. What is the concept of positive and negative reinforcement in learning?

(8 × 2 = 16 Marks)

SECTION – C

Short Essay Questions. (Not to Exceed 120 words)

Answer any six questions. Each question carries 4 marks.

27. Explain the personality characteristics.
28. Discuss the principles of learning.
29. Explain the factors affecting perception.
30. Discuss group development process.
31. What are the factors affecting group cohesiveness?
32. Distinguish between formal and informal groups.
33. Explain Herzberg's two factor theory.
34. What do you mean by Morale? How is morale different from motivation?
35. Discuss the process of planned change.
36. Explain the components of Vroom's expectancy theory.
37. What are the different types of Ego states used in transactional analysis?
38. Discuss the various non-financial incentives and their role in motivation.

(6 × 4 = 24 Marks)

SECTION – D

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

39. What are the major contributing disciplines to organisational behaviour?
40. What are the determinants of Personality?
41. Explain types of OD intervention techniques.
42. What are the different approaches of measuring organisational effectiveness?
43. Discuss learning theories.
44. Describe the techniques for improving group decision making.

(2 × 15 = 30 Marks)
