

**PSG COLLEGE OF ARTS & SCIENCE**  
(AUTONOMOUS)

**BBA DEGREE EXAMINATION MAY 2025**  
(Second Semester)

Common to Branches - **BUSINESS ADMINISTRATION/ BUSINESS ADMINISTRATION**  
**(INFORMATION SYSTEM)/ BUSINESS ADMINISTRATION (RETAIL**  
**MANAGEMENT)/ BUSINESS ADMINISTRATION (LOGISTICS)**

**ORGANISATIONAL BEHAVIOUR**

Time: Three Hours

Maximum: 75 Marks

**SECTION-A (10 Marks)**

Answer ALL questions

ALL questions carry EQUAL marks

(10 × 1 = 10)

Module No.	Question No.	Question	K Level	CO
1	1	OB is the study of _____ in the organization a) Human b) Human Behavior c) Employer d) Employees	K1	CO1
	2	----- embodies a team concept, is based on the principle of mutual Contribution by employer and employees. a) Autocratic model b) Custodial model c) Supportive Model d) Collegial Model	K1	CO1
2	3	The direct perception of an object's purpose is the ----- a) Ecological optic                      b) Affordance c) Invariant                                d) Optic array	K1	CO1
	4	What is called the combination of numerous characteristics and qualities that forms a distinctive character of an individual? a) Attitude                                b) Behavior c) Personality                              d) Charisma	K1	CO1
3	5	According to Maslow's hierarchy of needs, the needs for food, cloth, and shelter belong to ----- a) Survival needs b) Social needs c) Esteem needs d) Self – actualization needs	K1	CO1
	6	----- is a relatively permanent change in behavior that occurs as a result of experience. a) Behavior modification              b) Learning c) Motivation                                d) Skills	K1	CO1
4	7	Which of the following is a differentiating factor between power and leadership? a) Control b) Influence c) Ability d) Goal compatibility	K1	CO1
	8	----- is increasing Leadership rapidly: a) Strategy                                b) Command c) Control                                    d) Getting others to follow	K1	CO1
5	9	Organizational Development is a ----- term effort. a) Short                                      b) Long c) Medium                                    d) Temporary	K1	CO1
	10	Culture is best defined as (the): a) Deviation from the majority. b) Differences in likes and dislikes. c) Shared beliefs and values. d) Similar views and opinions.	K1	CO1

Cont...

**SECTION - B (35 Marks)**

Answer ALL questions

ALL questions carry EQUAL Marks

(5 × 7 = 35)

Module No.	Question No.	Question	K Level	CO
1	11.a.	Explain the important concepts of organization behavior.	K2	CO1
	(OR)			
	11.b.	Bring out the important behavioral models.		
2	12.a.	State the important personality theories.	K4	CO2
	(OR)			
	12.b.	Analyze the external factors influencing the selection of stimuli in the context of perceptual process.		
3	13.a.	Classify the determinants of leaning.	K4	CO2
	(OR)			
	13.b.	Bring out the characteristics of motivation.		
4	14.a.	Outline the determinants of group cohesiveness.	K2	CO1
	(OR)			
	14.b.	Explain the causes of conflicts in a work place.		
5	15.a.	Show the characteristics of organization culture.	K2	CO1
	(OR)			
	15.b.	Narrate the characteristics of organization development.		

**SECTION -C (30 Marks)**

Answer ANY THREE questions

ALL questions carry EQUAL Marks

(3 × 10 = 30)

Module No.	Question No.	Question	K Level	CO
1	16	Enumerate the similarities and differences among individuals.	K2	CO1
2	17	Examine the various stages involved in the process of perception.	K4	CO2
3	18	Elaborate the importance of motivation.	K6	CO5
4	19	Summarize the qualities of a good leader.	K2	CO1
5	20	Analyze the various stages of the organizational development process.	K4	CO2

Z-Z-Z

END