

PSG COLLEGE OF ARTS & SCIENCE
 (AUTONOMOUS)
BBA DEGREE EXAMINATION MAY 2026
 (Second Semester)

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

ORGANIZATIONAL 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	Organizational Behaviour is concerned with the study of _____ (i) Machines in organizations (ii) Financial performance (iii) Human behaviour in organizations (iv) Organizational structure	K1	CO1
	2	Which of the following is NOT a foundation of Organizational Behaviour? (i) Psychology (ii) Sociology (iii) Anthropology (iv) Astrology	K2	CO1
2	3	Myers-Briggs Type Indicator (MBTI) is used to measure _____ (i) Attitudes (ii) Personality types (iii) Job satisfaction (iv) Motivation	K1	CO2
	4	Dark Triad personality includes _____ (i) Empathy, honesty, kindness (ii) Narcissism, Machiavellianism, Psychopathy (iii) Openness, agreeableness, extraversion (iv) Motivation, perception, learning	K2	CO2
3	5	Which is NOT a component of attitude? (i) Cognitive (ii) Affective (iii) Behavioral (iv) Physical	K1	CO3
	6	Maslow's highest level of need is _____ (i) Safety needs (ii) Social needs (iii) Esteem needs (iv) Self-actualization	K2	CO3
4	7	Group cohesiveness refers to _____ (i) Group size (ii) Degree of attraction among members (iii) Group conflict (iv) Leadership style	K1	CO4
	8	Which conflict is considered constructive? (i) Relationship conflict (ii) Task conflict (iii) Emotional conflict (iv) Personal conflict	K2	CO4
5	9	Organizational culture refers to _____ (i) Formal rules (ii) Shared values and beliefs (iii) Organizational goals (iv) Employee skills	K1	CO5
	10	Resistance to change is usually due to _____ (i) Job satisfaction (ii) Fear of the unknown (iii) High motivation (iv) Leadership support	K2	CO5

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 scope of Organizational Behaviour in the digital world.	K2	CO1
		(OR)		
	11.b.	Outline the types of intelligence .		
2	12.a.	Define personality and explain the determinants of personality.	K4	CO2
		(OR)		
	12.b.	Classify the perceptual process in detail.		
3	13.a.	Explain the nature and formation of attitudes.	K3	CO3
		(OR)		
	13.b.	Categorize the motivational factors and techniques of motivation.		
4	14.a.	Explain the Trait theory of leadership	K4	CO4
		(OR)		
	14.b.	Justify the factors affecting group cohesiveness.		
5	15.a.	List the levels of organizational culture.	K2	CO5
		(OR)		
	15.b.	Define organizational development and explain its phases.		

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	Determine the importance of Organizational Behaviour in the digital era.	K5	CO1
2	17	Explain Transactional analysis in perception.	K2	CO2
3	18	Choose the role of learning in organizational effectiveness.	K5	CO3
4	19	Examine the conflict resolution techniques.	K4	CO4
5	20	Explain the challenges of OB in managing stress.	K2	CO5

Z-Z-Z

END