

PSG COLLEGE OF ARTS & SCIENCE
(AUTONOMOUS)

BBA DEGREE EXAMINATION MAY 2019
(Second Semester)

Branch - **BUSINESS ADMINISTRATION/**
BUSINESS ADMINISTRATION (IS)/BUSINESS ADMINISTRATION (RM)

ORGANISATIONAL BEHAVIOUR

Time: Three Hours

Maximum: 75 Marks

SECTION-A HO Marks)

Answer **ALL** questions

ALL questions carry **EQUAL** marks (10 x 1 = 10)

- 1 Organizational Behaviour is _____
 (i) A science (ii) An art
 (iii) Both science and Art (iv) Neither Science nor art
- 2 _____ Approach involves recollecting past experience.
 (i) Democratic (ii) Contingency
 (iii) Human relations (iv) Cognitive
- 3 _____ is the final act of perception.
 (i) Interpretation (ii) Stimuli
 (iii) Behaviour (iv) Selection
- 4 Individuals selectively perceiving things based on their needs
 (i) Relevance (ii) Reconcy
 (iii) Figure sound (iv) Closure
- 5 Encouraging employees through praise and appreciation ____
 (i) Negative motivation (ii) Positive motivation
 (iii) Financial Incentives (iv) None of the above
- 6 Two factor theory is also known as _____
 (i) Human needs theory (ii) Flygine theory
 (iii) ERG Theory (iv) Equite Theory
- 7 _____ arise due to diver gence in role x expectations.
 (i) Role Identity (ii) Role conflict
 (iii) Role expectations (iv) Role perception
- 8 In case of _____ stage, group members feel a sense of identity.
 (i) Forming (ii) Storming
 (iii) Norming (iv) Performing
- 9 Leaders who involve their subordinates in decision making _____
 (i) Democratic (ii) Autocratic
 (iii) Bureaucratic (iv) LaissezFaire
- 10 _____ Leaders expect everything to be done to organization policies and procedures.
 (i) Buveaucratic (ii) Democratic
 (iii) Autocratic (iv) LaissezFaire

Cont...

SECTION - B (35 Marks)

Answer **ALL** Questions

ALL Questions Carry **EQUAL** Marks (5 x 7 = 35)

11 a Explain the scope of organisational behaviour.

OR

b Bring out the types of intelligence.

12 a Explain the types of indicator.

OR

b Describe the Big Five personality traits.

13 a Narrate the features of learning.

OR

b Bring out the importance of motivation.

14 a State the characteristics of group dynamics.

OR

b Explain the process of group development.

15a Describe the nature of stress.

OR

b Explain the benefits of resistance to change.

SECTION - C (30 Marks)

Answer any **THREE** Questions

ALL Questions Carry **EQUAL** Marks (3 x 10 = 30)

16 Highlight the various models of organisational behaviour.

17 Discuss the various factors influencing perception.

18 Enumerate the functions of attitude.

19 Examine the factors influencing group cohesiveness.

20 Elucidate the reasons for resistance to change.

Z-Z-Z

END