

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

**BBA DEGREE EXAMINATION MAY 2018  
(Second Semester)**

Common to Branches – **BUSINESS ADMINISTRATION,  
BUSINESS ADMINISTRATION (INFORMATION SYSTEMS) &  
BUSINESS ADMINISTRATION (RETAIL MANAGEMENT)**

**ORGANISATIONAL BEHAVIOUR**

Time : Three Hours

Maximum : 75 Marks

**SECTION-A (20 Marks)**

Answer ALL questions

ALL questions carry EQUAL marks

(10 x 2 = 20)

- 1 Define organizational behaviour.
- 2 State the meaning of autocratic model of OB.
- 3 Define personality.
- 4 What is meant by Attitude?
- 5 Define conflict.
- 6 Give the meaning of groups norms.
- 7 Define motivation.
- 8 Give a short note on esteem needs.
- 9 Define organisational climate.
- 10 What is organisational change?

**SECTION - B (25 Marks)**

Answer ALL Questions

ALL Questions Carry EQUAL Marks (5 x 5 = 25)

- 11 a How the Hawthorne experiments are useful in understanding organisational behaviour?

OR

- b Explain the disciplines contributing to OB.

- 12 a What are the various factors that influence the formation of attitudes? Explain.

OR

- b Highlight the important theories on learning.

- 13 a Outline the different stages in the process of group development.

OR

- b Point out the important strategies for resolving conflicts.

- 14 a Distinguish theory 'X' and theory 'Y'.

OR

- b Explain the McClelland's theory of motivation.

- 15 a What are the circumstances in which the employees do not show resistance? Explain.

OR

- b Enumerate the types of organisational culture.

**SECTION - C (30 Marks)**

Answer any THREE Questions

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

- 16 Describe the evolution of OB.
- 17 Critically examine the Erikson's eight stage approach to personality development.
- 18 Discuss the positive and negative aspects of conflicts.
- 19 Discuss the Maslow's hierarchy of needs.
- 20 Critically analyse the measures that can be adopted to overcome resistance by employees.