

**B. B. A. DEGREE END SEMESTER EXAMINATION MARCH / APRIL 2018**  
**SEMESTER – 2: BACHELOR OF BUSINESS ADMINISTRATION (BBA) (CORE COURSE)**  
**COURSE: 16U2CRBBA6 – ORGANISATIONAL BEHAVIOUR**

*(Common for Regular 2017 / Supplementary - Improvement 2016 / 2015 Admission)*

Time: Three Hours

Max. Marks: 75

**SECTION -A**

Answer **all** questions. Each question carries 1 mark each.

1. Define organization.
2. What do you understand by attitudes?
3. Define TA
4. What are Group Norms?
5. What is self-esteem?
6. What is organizational culture? (1 x 6 = 6)

**SECTION -B**

Answer **any seven** questions. Each question carries 2 marks each.

7. What do you mean by Group Dynamics?
8. Differentiate needs from wants?
9. Explain the concept of motivation.
10. What is the role of manager in autocratic leadership style?
11. Distinguish between goal conflict and role conflict?
12. What are the objectives of OB?
13. Explain the advantages of job satisfaction.
14. What are the characteristics of leadership?
15. How far the motivation is important in an industrial undertaking?
16. Explain perception. (2 x 7 = 14)

**SECTION -C**

Answer **any five** questions. Each question carries 5 marks each.

17. Explain various factors influencing human personality.
18. Describe the steps in perception.
19. What are the features of group cohesiveness?
20. What is informal group? What are the different types of informal group?
21. Explain the various types of conflicts in an organization.
22. Briefly explain the role of organization behaviour in an organization?
23. What is resistance to change? How to overcome the resistance?
24. What are the various elements of learning? Can learned behaviour be forgotten? (5 x 5 = 25)

**SECTION -D**

Answer **any two** questions. Each question carries 15 marks each.

25. Explain leadership and describe the different styles of leadership.
26. Explain Herzberg's two factor theory and differentiate it from Maslow's theory.
27. What are the various factors which affect personality development of an individual?
28. What do you mean by organizational politics? Explain the measures to avoid organizational politics. (15 x 2 = 30)

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