

THIRD SEMESTER UG DEGREE EXAMINATION, NOVEMBER 2023**(Regular/Improvement/Supplementary)****BBA HONOURS****GBAH3B11T: ORGANIZATIONAL BEHAVIOUR****Time: 3 Hours****Maximum Marks: 80****PART A: Answer *all* the questions. Each carries *one* mark.****Choose the Correct Answer**

1. Who has given the hierarchy of needs theory of motivation?
 - a) Abraham Maslow
 - b) David McClelland
 - c) Victor Vroom
 - d) Frederick Herzberg
2. Research groups, planning teams, engineering teams and task forces comes under which type of teams.
 - a) Advisory teams
 - b) Production teams
 - c) Project teams
 - d) Action teams
3. A group of people working with common objectives or goals is known as a _____
 - a) Team
 - b) Teamwork
 - c) Group
 - d) Club
4. A program that asks managers to reconsider how work would be done and the organisation structured if they were starting to develop the company from the beginning is _____
 - a) Reengineering
 - b) MBO
 - c) TQM
 - d) Diversity training
5. Shared organizational values are _____
 - a) unconscious, affective desires or wants that guide society's behavior.
 - b) influenced by international values.
 - c) different for the various components of a diverse work force.
 - d) a myth

Fill in the Blanks

6. Psychological process by which individuals organize and interpret their sensory impressions in order to give meaning to their environment is definition of _____
7. _____ is a process in which one party perceives that its interests are being opposed or negatively affected by another party.
8. _____ power refers to 'the capacity to influence others on the basis of an identification with and respect for the powerholder.
9. _____ refers to the variety of differences between people in an organization.
10. _____ are repetitive sequence of activities that express & re-in force the key values of the organisation.

(10 x 1 = 10 Marks)**(PTO)**

PART B: Answer any *eight* questions. Each carries *two* marks.

11. What are the ABC components of attitude?
12. Explain in brief any four factors affecting perceptual organisation.
13. What is Mid-career?
14. Explain the motivational factors proposed by Herzberg in Two Factor Theory.
15. What is Constructive conflict?
16. Discuss in brief Adam's equity theory of motivation.
17. Explain the group formation stages.
18. What is emphasized during the 'adjournment' stage of group formation process?
19. Comment on career counseling.
20. Explain the term work life balance.

(8 x 2 = 16 Marks)

PART C: Answer any *six* questions. Each carries *four* marks.

21. What is the significance of biographical characteristics on individual behavior?
22. Contrast the assumptions of Theory X and Theory Y. Why has Theory Y replaced Theory X in management today?
23. Highlight the advantages of formal and informal groups in organizational context.
24. Elaborate on the various strategies for resolving conflicts.
25. What are the ways of effective career management for employees in an organisation?
26. Describe the process of organisational development.
27. What is culture? What are the dimensions of culture?
28. What are the Benefits of Diversity in the Workplace? How to Manage Diversity in the Workplace?

(6 x 4 = 24 Marks)

PART D: Answer any *two* questions. Each carries *fifteen* marks.

29. Explain any three from the following and its implication in OB.
 - a) Herzberg's two factor theory
 - b) McGregor's X and Y theory.
 - c) Theory of scientific management.
 - d) Max Weber's bureaucratic model
30. Define Effective Leadership. Critically evaluate the various theories of Leadership. Which one do you think is relevant in the Indian context today?
31. Explain the process of decision making. What are the different styles of making decisions in an organization?

(2 x 15 = 30 Marks)