

**THIRD SEMESTER BBA DEGREE EXAMINATION, NOVEMBER 2023**

BBA

**ABBA3B04T: ORGANISATIONAL BEHAVIOR****Time: 3 hours****Maximum Marks: 80****PART A: Answer all the questions. Each carries *one* mark.****Choose the correct answer.**

1. Which personality trait is often linked to emotional stability and resilience?  
A) Openness B) Agreeableness C) Conscientiousness D) Neuroticism
2. Which learning theory emphasizes the role of reinforcement in shaping employee behaviour and performance?  
A) Social learning theory B) Cognitive learning theory C) Operant conditioning D) Experiential learning theory
3. Which leadership theory suggests that effective leaders are those who can adapt their leadership style to the situation and the needs of their team?  
A) Trait theory B) Contingency theory C) Charismatic leadership theory D) Authentic leadership theory
4. What is the term for the negative emotional and physiological response to pressure or demands in the workplace?  
A) Motivation B) Stress C) Productivity D) Satisfaction
5. What refers to a set of principles and values that guide the behaviour and decisions of individuals and organisations in the workplace?  
A) Culture B) Morality C) Ethics D) Legality

**Fill in the Blanks.**

6. What you mean by Organisational change?
7. Define organisational behaviour.
8. What is Eustress?
9. What is organisational culture?
10. Define intrinsic motivation.

**(10x1=10 Marks)****PART B: Answer any eight questions. Each carries *two* marks.**

11. Define organisational behaviour.
12. What is the Big five personality trait model?
13. What is workforce empowerment?
14. What is ethics in the work place?
15. What you mean by group cohesiveness?
16. Define the concept of experiential learning.
17. Define social loafing.

**(PTO)**

18. What is conflict management in the workplace?
19. Define transformational leadership.
20. What is the role of a “task role” in a group?

**(8x2=16 Marks)**

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

21. Explain the significance of social learning in the workplace and provide an example.
22. Discuss two methods or strategies for managing resistance to change during organisational development.
23. Explain various causes of work stress in the organisation.
24. Discuss the importance of group norms and provide an example of a positive and negative group norm.
25. Explain the concept of referent power and its role in group influence.
26. Elaborate the different stages of group development?
27. Describe two common strategies for managing conflict within a group.
28. Explain theory X and Y.

**(6x4=24 Marks)**

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

29. Explain the different theories of motivation. How can organisations use these theories to enhance employee Motivation and satisfaction.
30. Analyse the importance of diversity and inclusion in organisational behaviour. How the organisation creates inclusive environments and leverage the benefits of a diverse workforce?
31. Compare and contrast different leadership styles. How can leaders effectively adapt their styles to meet the needs of different teams and situations?

**(2x15=30 Marks)**

