D3BBH2302

THIRD SEMESTER UG DEGREE EXAMINATION, NOVEMBER 2024
(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 proposed the "bureaucratic structure" is suitable for all organization?
   a. Elton Mayo.   b. Henry Fayol.
   c. F.W. Taylor.   d. Max Weber.

2. The _____ leadership style is an expression of the leader's trust in the abilities of his subordinates.
   a. Participative.   b. Delegative.
   c. Authoritarian.   d. All of the above.

3. Path-goal model of Leadership was introduced by:
   a. Martin Evans & Robert House.   b. Fred Fielder.
   c. Whetton.   d. Cameron.

4. In _____ organization, decision making is delegated as far down the chain of command as possible.
   a. Decentralized.   b. Creative.
   c. Flexible.   d. Centralized.

5. The assumptions and values that direct everyone in the organization toward the "right way" of doing things are called:
   a. Organizational culture.   b. Organizational structure.
   c. Organizational socialization.   d. Organizational politics.

Fill in the Blanks.

6. ERG theory is based on the concepts of existence needs, related needs and growth needs used in the model. ERG means Existence, R_____ and Growth.

7. _____ decision model refers to arriving at decisions without conscious reasoning.

8. _____ is a continuous process where both employees as well as employers have to put efforts in order to create conducive environment so that they can achieve their objectives at the same time.

9. The philosophy that guides an organization's policies towards its employees and customers is an important part of _____.

10. _____ means, "A small group of employees in the same work area or doing similar type of work that voluntarily meets regularly for about an hour every week to identify, analyze and resolve work-related problems".

(10 x 1 = 10 Marks)

(PTO)

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

11. Comment on Maslow's hierarchy of human needs.
12. Write a note on the concept of TQM.
13. State how systems approach and contingency approach have played the role of integrating various fragmented approaches of management.
14. What is career counselling?
15. Differentiate between organizational culture & climate.
16. Do you think that democratic style of leadership is the best style of leadership? Comment.
17. Vroom's Expectancy Theory of Motivation is based on three key variables, what are they?
18. Define brain storming technique.
19. Comment on career development.
20. Cite examples for each needs proposed by Abraham Maslow.

(8 x 2 = 16 Marks)

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

21. Explain the McClelland's Need Theory
22. "Effective leadership is a function of three factors: the leader, the led and the situation" Discuss.
23. What are the ways to support employee in career advancement in an organization?
24. Explain in brief the effects of technology in the work environment.
25. What are the steps in the Rational Decision-Making Model?
26. Discuss the Lewin's theory of cultural change.
27. What is quality circle? What are the elements of quality circle?
28. Define motivation. Critically explain the motivation-hygiene theory.

(6 x 4 = 24 Marks)

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

29. How does personality relate to organizational behavior? Explain the various personality theories.
30. What are group norms? How do the norms develop? Why are these enforced?
31. Some people say that conflict is inherently bad, whereas others believe that some degree of conflict in organization is desirable. What is your opinion? Elucidate.

(2 x 15 = 30 Marks)