

QP CODE: 19102404



Reg No

Name :

BBA DEGREE (CBCS) EXAMINATION, OCTOBER 2019

Fifth Semester

Bachelor of Business Administration

Core Course - BA5CRT21 - ORGANISATIONAL BEHAVIOUR

2017 Admission Onwards

7129487D

Maximum Marks: 80

Time: 3 Hours

Part A

Answer any ten questions.

Each question carries 2 marks.

- 1. Define the role of ability in bio-graphical characteristics?
- 2. Define the contingency approach to organizational behaviour?
- 3. Is there any impact of behaviour and actions in personality?
- 4. Name the different theories of learning?
- 5. Discuss the nature of motivation?
- 6. What are values?
- 7. Name the most difficult type of conflict?
- 8. What do you mean by Laissez faire?
- 9. Why politics is needed in business?
- 10. Define organisational design?
- 11. What is organisational development?
- 12. Define TQM?

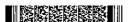
 $(10 \times 2 = 20)$

Part B

Answer any six questions.

Each question carries 5 marks.

- 13. How can the managers influence the behaviour of employees?
- 14. What is organisational behaviour? What are the contributing disciplines to OB?



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Turn Over



- 15. Explain the personality traits that have relevance from the point of view of OB?
- 16. Explain MCGERGOR's Theory X theory Y?
- 17. Explain the different sources of values?
- 18. What do you understand by power? Why is power so important to the organisation?
- 19. What are basic considerations to be kept in mind while designing an organisational structure?
- 20. What is organisational climate? Discuss its importance in the study of OB?
- 21. What are the steps involved in managing the planned change?

 $(6 \times 5 = 30)$

Part C

Answer any two questions.

Each question carries 15 marks.

- 22. What are the various determinants of OB? Discuss the various role of OB in organisations?
- 23. Define perception? Discuss the factors affecting perception?
- 24. Discuss some conflict resolution techniques? What are the strength and weakness of each?
- 25. What are the functional and dysfunctional consequences of organisational culture?

 $(2 \times 15 = 30)$

