C 20479   (**Pages : 2**)   Name...

Reg. No.....................................

SIXTH SEMESTER U.G. DEGREE EXAMINATION, MARCH 2022

(CBCSS–UG)

B.B.A.

BBA 6B 12—ORGANIZATIONAL BEHAVIOUR

(2019 Admissions)

Time : Two Hours and a Half   Maximum : 80 Marks

Section A

Answer atleast **ten** *questions.*
Each question carries 3 *marks.*
All questions can be attended.
Overall ceiling 30.

1. What is conflict ?

2. Define group dynamics.

3. What do you mean by a formal group ?

4. What are hygiene factors ?

5. What do you mean by group norms ?

6. Define motivation.

7. What do you mean by fringe benefits ?

8. Define organisational behaviour.

9. What is group cohesiveness ?

10. What is meant by perception ?

11. Define learning.

12. What are motivators ?

13. What do you mean by leadership style ?

14. What is stress ?

15. What do you mean by role conflict ?

(10 × 3 = 30 marks)

Turn over

Section B

Answer atleast **five** *questions.*
Each question carries 6 *marks.*
All questions can be attended.
Overall ceiling 30.

16. Explain the need or significance of organisational behaviour.

17. What are the various qualities required by a leader in order to be successful ?

18. What are the various factors affecting perception ?

19. Explain the social learning theory.

20. Briefly explain the various styles of leadership adopted by different leaders.

21. Briefly explain various features or characteristics of organisational behaviour.

22. Define personality. What are its features ?

23. What are the steps involved in the learning process ?

(5 × 6 = 30 marks)

Section C

Answer any **two** *questions.*
Each question carries 10 *marks.*

24. Explain Maslow's Need Hierarchy Theory. Explain its merits and criticisms.

25. Explain the relationship of organisational behaviour with various related disciplines.

26. Explain the various causes of organisation stress. What are the consequences of work stress ?

27. Define group. List out the features of a group. Also explain the different classifications or types of groups.

(2 × 10 = 20 marks)