



QP CODE: 19102404



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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?

(10×2=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?





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?

(6×5=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?

(2×15=30)

