

D 140019

(Pages : 2)

Name.....

Reg. No.....

SIXTH SEMESTER (CBCSS—UG) DEGREE EXAMINATION**APRIL 2026**

B.B.A.

BBA 6B 12—ORGANIZATIONAL BEHAVIOUR

(2020 Admission onwards)

Time : Two Hours and a Half

Maximum : 80 Marks

Part A*Answer all questions.*

1. What is Learning curve ?
2. Define stress Management.
3. Define Personality.
4. What is Conceptual skills ?
5. What is Perception ?
6. What is emotional intelligence ?
7. Define Motivation.
8. What is Leadership ?
9. Define the term groups.
10. What is Conflict Resolution ?
11. What is organizational effectiveness ?
12. What is quality of work life ?
13. What is Job satisfaction ?
14. What is work-force diversity ?
15. What is perceptual process ?

(15 × 2 = 30, Maximum ceiling 25 marks)

Turn over

Part B

Answer all questions.

16. What are the importance and scope of Organisational behaviour.
17. Distinguish between financial and non-financial motivation.
18. Explain the causes and Consequences of work stress.
19. Explain Maslow's need hierarchy theory.
20. What are Personality Traits ?
21. Explain the theories of learning.
22. What is Perception ? Explain the factors affecting perception.
23. Define personality and explain the determinants of Personality ?

(8 × 5 = 40, Maximum ceiling 35 Marks)

Part C

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

24. What are the factors affecting individual behaviour ? Also explain how individual behaviour is different from group behaviour.
25. Define the term Groups. What is the relationship between group norms and group cohesiveness ?
26. Define Leadership. Explain the theories of leadership.
27. What is Organisational Development ? Describe the need, benefits, and limitations of OD.

(2 × 10 = 20 marks)

D 140019–A**(Pages : 4)****Name.....****Reg. No.....****SIXTH SEMESTER (CBCSS—UG) DEGREE EXAMINATION
APRIL 2026****B.B.A.****BBA 6B 12—ORGANIZATIONAL BEHAVIOUR****(2020 Admission onwards)****(Multiple Choice Questions for SDE Candidates)****Time : 15 Minutes****Total No. of Questions : 20****Maximum : 20 Marks****INSTRUCTIONS TO THE CANDIDATE**

1. This Question Paper carries Multiple Choice Questions from 1 to 20.
2. The candidate should check that the question paper supplied to him/her contains all the 20 questions in serial order.
3. Each question is provided with choices (A), (B), (C) and (D) having one correct answer. Choose the correct answer and enter it in the main answer-book.
4. The MCQ question paper will be supplied after the completion of the descriptive examination.

BBA 6B 12—ORGANIZATIONAL BEHAVIOUR

(Multiple Choice Questions for SDE Candidates)

1. Which of the following is not a benefit of team work?
 - (A) Improved solution to quality problems.
 - (B) Improved ownership of solutions.
 - (C) Improved communication.
 - (D) Decline in integration.
2. Organization Behavior is not a/an :
 - (A) A separate field of study.
 - (B) Applied science.
 - (C) Normative science.
 - (D) Pessimistic approach.
3. Which of the following is / are included as structure of human mind ?
 - (A) Id.
 - (B) Ego.
 - (C) Super ego.
 - (D) All the above.
4. Mr. Manoj, Manager ABC Company found that skills of workers and machinery used by them as compared to the competitors in the market are obsolete within a year, which type of challenge ABC Company is facing ?
 - (A) High Quality and Low Quality.
 - (B) Globalization and Culture.
 - (C) Rapid Pace of Change.
 - (D) Multiple Stakeholders.
5. Today's managers understand that the success of any effort at improving quality and productivity must include _____.
 - (A) Quality management programs.
 - (B) Customer service improvements.
 - (C) Employee's participation.
 - (D) Manufacturing simplification.
6. Maslow grouped the five needs into two categories.
 - (A) Higher-order needs and Lower-order needs.
 - (B) Supreme needs and local needs.
 - (C) Self needs and others needs.
 - (D) Luxurious needs and comfort needs.

7. Mr. Sajeev rated Mr. Rajiv high in his job evaluation because both belong to same area and graduated from the same University. It is an example of :
- (A) Central Tendency. (B) Halo effect.
(C) Similar-to-me effect. (D) Misperception.
8. According to Mintzberg, one of management's interpersonal roles is :
- (A) Spokesperson. (B) Leader.
(C) Negotiator. (D) Monitor.
9. "Might is right" is the motto of _____.
- (A) Autocratic model. (B) Custodial model.
(C) Supportive model. (D) Collegial model.
10. Today's managers understand that the success of any effort at improving quality and productivity must include.
- (A) Process reengineering. (B) Quality management programs.
(C) Customer service improvements. (D) Employees.
11. Individual-level independent variables include all of the following *except* :
- (A) Leadership. (B) Learning.
(C) Perception. (D) Motivation.
12. Two people see the same thing at the same time yet interpret it differently. Where do the factors that operate to shape their dissimilar perceptions reside ?
- (A) The perceivers. (B) The target.
(C) The timing (D) The context.
13. In attribution theory, what is distinctiveness ?
- (A) Whether an individual displays consistent behaviors in different situations.
(B) Whether an individual displays different behaviors in different situations.
(C) Whether an individual displays consistent behaviors in similar situations.
(D) Whether an individual displays different behaviors in similar situations.

Turn over

14. Employees needs met by Collegial Model is :
- (A) Subsistence. (B) Security.
(C) Status and Recognition. (D) Self-actualization.
15. _____ is the extent of rigidity of a person's belief.
- (A) Authoritarianism. (B) Dogmatism.
(C) Risk propensity. (D) Tolerance for ambiguity.
16. _____ explains internal processes of choice among behaviour
- (A) Equity theory. (B) Goal attain theory.
(C) Expectancy theory. (D) Goal setting theory.
17. Maslow's "basic needs" are also known as :
- (A) Social needs. (B) Esteem needs.
(C) Safety needs. (D) Physiological needs.
18. The group formed by an organization to accomplish narrow range of purposes within a specified time :
- (A) Formal Group. (B) Task Group.
(C) Interest Group. (D) Functional Group.
19. _____ is the ability of influencing people to strive willingly for mutual objectives.
- (A) Motivation. (B) Control.
(C) Leadership. (D) Supervision.
20. Free rein leadership is also known as :
- (A) Democratic. (B) Autocratic.
(C) Laissez-faire. (D) Bureaucratic.