

C 3403

B.B.A. (Three Year) DEGREE EXAMINATION, OCTOBER/NOVEMBER 2017.

End Semester Examination

Third Semester

(Regular/Supplementary)

ORGANIZATIONAL BEHAVIOUR

Time : 3 Hours

Max. Marks : 70

PART — A

Answer any FIVE of the following questions. **(5 × 4 = 20 Marks)**

1. What is organizational behaviour? What is its scope?
2. Determinants of personality.
3. Differences between values and attitudes.
4. Types of group tasks.
5. Importance of leadership.
6. Interpersonal effectiveness.
7. Process of communication.
8. Management of objectives.

PART — B

Answer ALL the following questions. **(5 × 10 = 50 Marks)**

UNIT – I

9. (a) “Behaviour is generally predicable”, do you agree or disagree? Discuss.

Or

- (b) What are the main features of organizational behaviour? How does it differ from organizational theory?

UNIT – II

10. (a) What is personality? What are its determinants? Which of them, you feel, are more important in shaping personality?

Or

- (b) What is learning? Discuss the elements which form the part of learning process.

Turn Over

UNIT – III

11. (a) What are the methods of measurement of attitudes? How does attitude measurement help the management?

Or

- (b) Critically examine the need hierarchy theory of motivation.

UNIT – IV

12. (a) What are the problems and benefits of informal organizations?

Or

- (b) What are the barriers that check effective communication? How can these barriers be over come?

UNIT – V

13. (a) Describe the various leadership styles.

Or

- (b) Bring out the ethical issues involved in power and politics.
