

(FOR THE CANDIDATES ADMITTED
DURING THE ACADEMIC YEAR 2021 ONLY)

REG.NO. :

**N.G.M.COLLEGE (AUTONOMOUS) : POLLACHI
END-OF-SEMESTER EXAMINATIONS : JULY-2022**

**B.B.A.
SEMESTER: II**

**MAXIMUM MARKS: 70
TIME : 3 HOURS**

PART - III

ORGANIZATIONAL BEHAVIOUR

SECTION - A (10 X 1 = 10 MARKS)

ANSWER THE FOLLOWING QUESTIONS.

MULTIPLE CHOICE QUESTIONS.

(K1)

1. Which is not an occupational stressor?
a. Time stress b. Role change c. Lack of support d. Spouse
2. Which of the following statements is a correct description of perception?
a. Seeing what is there to be seen.
b. Biased way of understanding things.
c. An understanding by a prejudiced individual.
d. A process of receiving information about and making sense of the world around us.
3. Expectancy theory has three components namely expectancy, instrumentality and _____.
a. valence b. sophistication c. Valentine d. Attribution
4. _____ conflict refers to tensions between employees or groups at the same hierarchical level.
a. Horizontal level b. Vertical level c. Role conflict d. None
5. Which of the following are the qualities of a good leader?
a. Transparency b. Inspiration c. Patience d. All the above

ANSWER THE FOLLOWING IN ONE (OR) TWO SENTENCES.

(K2)

6. Define learning organization.
7. Indicate the **Big Five Personality Traits**.
8. Construct the stages in motivation cycle.
9. Distinguish any four sources of organizational conflict.
10. Differentiate how organisational change different from organisational development?

SECTION – B

(5 X 4 = 20 MARKS)

ANSWER EITHER (a) OR (b) IN EACH OF THE FOLLOWING QUESTIONS.

(K3)

11. a) Interpret what Douglas McGregor proposed in his theory.

(OR)

- b) Examine the major conclusions drawn from Hawthorne studies.

- 12.a) Describe a brief note on formation of attitude.

(OR)

- b) Sketch the outline of behavioral theory of personality.

(CONTD.....2)

13.a) Describe positive and negative reinforcement.

(OR)

b) Sketch Maslow's need hierarchy theory in a chart.

14.a) List the types of workplace conflict on the basis of levels of its origin.

(OR)

b) Assess why do people join groups?

15.a) Show the different types of leadership.

(OR)

b) Examine who is a change agent?

SECTION - C

(4 X 10 = 40 MARKS)

ANSWER ANY FOUR OUT OF SIX QUESTIONS.

(16th QUESTION IS COMPULSORY AND ANSWER ANY THREE QUESTIONS (FROM Qn. No : 17 to 21) (K4 (Or) K5)

16. Analyze about stress management techniques.

17. With the aid of Transaction analysis, classify and brief transactions routed through ego states of persons.

18. Point out on Freud's psychoanalytic theory of personality.

19. Examine motivation hygiene theory.

20. Elaborate the conflict process.

21. Prioritize the leadership theories you know. Brief any two.
