

BBA 2003

B.B.A. DEGREE EXAMINATION, JANUARY 2021.

Second Year

Business Administration

ORGANISATIONAL BEHAVIOUR

Time : Three hours

Maximum : 100 marks

PART A — (5 × 8 = 40 marks)

Answer any FIVE questions.

1. Bring out the importance of Organizational Behaviour.
2. Distinguish between formal organization and informal organization.
3. Discuss the determinants of perception.
4. Is motivation important in an organization? Why?
5. Explain the factors influencing “Group cohesiveness”.
6. What are the causes of resistances of change?
7. Point out the objectives of organizational development.
8. State the determinants of organizational climate.

PART B — (4 × 15 = 60 marks)

Answer any FOUR questions.

9. Explain the various factors that influence – individual behaviour.
10. Discuss the determinants of learning.
11. Explain Erikson's eight-stage approach to "Personality Development".
12. Discuss the different kinds of leadership with their relative merits and demerits.
13. Discuss the various stages of OD process.
14. Explain the causes of conflicts in a workplace.
