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**BBABMC 309/BBMBMC 309**

**Credit Based V Semester B.B.A./B.B.M. Degree Examination, Nov./Dec. 2018**  
**(2012 Scheme)**

**ORGANISATIONAL BEHAVIOUR**

Time : 3 Hours

Max. Marks : 120

**SECTION – A (2 marks each)**1. Answer **any ten** questions.**(2×10=20)**

- a) What is stereotyping ?
- b) Give the meaning of ideal self.
- c) What is Machiavellianism ?
- d) Define attitude.
- e) What are hygiene factors ?
- f) What is an 'Id' ?
- g) What do you mean by group norms ?
- h) What is valence ?
- i) Define stress.
- j) What are the characteristics of parent ego ?
- k) What is legitimate power ?
- l) Give the meaning of interest group.

**SECTION – B (8 marks each)**Answer **any five** questions in **not more than 2 pages each**.**(8×5=40)**

2. Explain the key elements of organizational behaviour.
3. State the factors influencing perception.
4. Explain Sheldon's physiognomy theory of personality.
5. Why do people join and form group ?
6. What are the financial and non-financial incentives used in employee motivation ?  
Explain.
7. Write a note on 'Johari Window'.
8. Explain the types and uses of counseling.



SECTION – C (20 marks each)

Answer the following questions in **not more than 6 pages each**. (20×3=60)

9. Define organisational behaviour. Explain the basic concepts that form the basis of organisational behaviour.

OR

Define personality. Explain the determinants of personality.

10. Discuss the nature, components and functions of attitude.

OR

Define perception. Describe the perceptual process.

11. Explain the causes of interpersonal conflict. How can it be resolved ?

OR

What are the causes of stress ? Explain the strategies to manage stress.

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