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BBABMC 232

**III Semester B.B.A. Degree Examination, April 2021
(Choice Based Credit System) (2020 – 21 Batch Onwards)
ORGANISATIONAL BEHAVIOUR**

Time : 3 Hours

Max. Marks : 80

- Instructions :** 1) Section – A – Answer in not more than **one page each**.
2) Section – B – Answer in not more than **two pages each**.
3) Section – C – Answer in not more than **six pages each**.

SECTION – A [4 Marks Each]

Answer **any four** questions.

(4×4=16)

1. Define Organisational Behaviour (OB). Explain the nature of OB.
2. Briefly explain the various Non-Financial Incentives.
3. Explain the Nature of attitude.
4. Explain the causes of stress.
5. Why do people join a group ?
6. Explain the importance of Motivation.
7. What do you mean by Counselling ?

SECTION – B [8 Marks Each]

Answer **any four** questions.

(4×8=32)

8. Explain the Key elements of OB.
9. What are the external factors affecting the perception ?
10. Explain the factors influencing group cohesiveness.
11. Explain the Physiognomy theory of personality.

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12. Write a note on Johari Window.
13. What is Group Dynamics ? Explain different types of groups.
14. Explain the theory X and Y.

SECTION – C [16 Marks Each]

Answer **any two** questions.

(2×16=32)

15. Explain the emerging issues and challenges for OB.
16. Describe the process of perception.
17. Explain the Maslow's need-hierarchy theory of motivation with the help of diagram.
18. a) Explain the reasons for inter-personal conflicts. 8
b) Case study : 8

Vinay earned his P.G.Degree from a University in the North India. He studied with great hardship. For him, it was 'Earn While you Learn'. He proved "Where there is a Will, there is a Way". Vinay, after his P.G. got a regular post in the same college. For Vinay, one battle was over, but new and more challenges started.

Though Vinay was hard working, But not ready to accept challenges of new environment. Some of his faults were to enter the class 5 to 10 minutes late, to get irritative when the students ask questions. While he teaches, not update his knowledge in the subject and bringing petty issues to the HOD or to his Peers for decisions.

Complaints about Vinay from the students started pouring. Even written complaints to HOD, that the students are not getting anything meaningful from it became a real problem for the HOD to tackle the issue.

The HOD, over the 6 months, period, found Vinay as plain and innocent by heart. He decided to motivate Vinay by saying that "Each New Teacher, Even Myself faces such problem. These issues can be overcome through sincere efforts. I am sure that you are doing the



same and keep it up. Be more objective and specific in your efforts. I see potential in you to emerge as a very effective teacher in days to come". Vinay imbibed all this and assured the HOD to honour his advices. He, then left for his class with new challenges and determination to excel in his task.

Just within a week Vinay improved his teaching and students reported their satisfaction to the HOD over Vinay's teaching.

Questions :

- 1) If you were the Head of the Department (HOD), how would you improve Vinay ?
 - 2) In your opinion, which motivation theory can help to motivate Vinay ?
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