

Reg. No.

--	--	--	--	--	--	--	--	--	--



BBABMC 232

**Choice Based Credit System III Semester BBA Degree
Examination, April/May 2022
(2020 – 21 Batch Onwards)**

ORGANISATIONAL BEHAVIOUR (Group – I)

Time : 3 Hours

Max. Marks : 80

SECTION – A (4 Marks Each)

Answer **any four** questions.

(4×4=16)

1. What is meant by Extrovert personality ?
2. Explain the consequences of stress.
3. What are the internal factors affecting the perception ?
4. Explain the nature of attitude.
5. What are the hygiene factors in Herzberg's motivation theory ?
6. What is meant by stress management ?
7. Explain the nature of motivation.

SECTION – B (8 Marks Each)

Answer **any four** questions.

(4×8=32)

8. Write a note on Hawthorne experiments.
9. What are the financial and non-financial incentives used in employee motivation ?
10. What are the external factors affecting perception ?
11. What is a group ? What are the reasons for the formation of groups ?
12. Explain the Physiognomy theory of William Sheldon.
13. Explain the theory X and theory Y.
14. Explain the key elements of O.B.

P.T.O.



SECTION – C (16 Marks Each)

Answer **any two** questions.

(2×16=32)

15. Define personality. Explain the determinants of personality.
16. Describe the process of perception.
17. Explain Maslow's need hierarchy theory of motivation with a diagram.
18. a) What are the sources of inter-personal conflict ?

6

b) **Case study :**

10

Mr. Rahul, is working in the capacity of a senior manager in TCS for the last 15 years. His track record of performance for the past 15 years is excellent. He is known as very disciplined and sincere manager. He is being termed as a role model for new appointees by the BOD of the TCS. Of late, he seems not very happy with the developments in his office. He keeps on grumbling about the new junior managers and their attitude towards job. He strongly opposed the 'Work from Home' policy announced by the top management for junior teek managers. Mr. Rahul is very strict about work place discipline and reporting timings. This has sparked conflict between him and the new batch of junior managers. He started feeling that top management is very soft on new batch of junior managers and gradually his importance is declining.

He is unable to hide frustration and many a times becomes critically outspoken in meetings with top management representatives.

Now there is a question before top management how to console veteran of 15 years and keep cordial relations in an organisation ?

Questions :

- 1) Elaborate the different types of conflicts observed in the above case study.
- 2) Consider yourself in the place of top management and describe the strategy to maintain cordial relationship in an organisation.