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**BBMBMC 309**

**Credit Based V Semester B.B.M. Degree (Supplementary)  
Examination, August/September 2015  
(2012 Scheme)**

**ORGANISATIONAL BEHAVIOUR**

Max. Marks : 120

Time : 3 Hours

**Instruction :** A single answer booklet containing **40** pages will be issued.  
No additional sheets will be **issued**.

**SECTION – A (2 marks each)**

(2×10=20)

Answer **any ten** of the following :

1. a) Define 'Trait'.
- b) Define 'attitude'.
- c) What is 'stress' ?
- d) What is 'valence' ?
- e) What is meant by 'intrapersonal conflict' ?
- f) What is a 'command group' ?
- g) What do you mean by 'life positions' ?
- h) What is meant by 'stress threshold' ?
- i) What is 'counseling' ?
- j) What is meant by 'burnout' ?
- k) Define conflict.
- l) Define 'perception'.

**SECTION – B (8 marks each)**

(8×5=40)

Answer **any five** of the following :

2. Describe physiognomy theory of William Sheldon.
3. Write a note on Hawthorne experiments.



4. What are the causes of stress ?
5. Explain theory 'X' and theory 'Y'.
6. Write a note on 'Johari Window'.
7. Explain the key elements of OB.
8. Explain the role of non-monetary incentives in motivating employees.

SECTION – C (20 marks each)

(20×3=60)

9. Explain Maslow's need priority model with a suitable diagram.

OR

Explain the sources of interpersonal conflict. Discuss how TA may help in resolving interpersonal conflict.

10. What are different types of groups. Explain the importance of informal groups.

OR

Explain the historic development of organizational behaviour.

11. Explain the determinants of personality.

OR

Explain the characteristics of perception also explain the process of perception.

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