



K20U 1581

Reg. No. : .....

Name : .....

V Semester B.B.A./B.B.A.(T.T.M.)/B.B.A.(R.T.M.) Degree  
(CBCSS – Reg./Sup./Imp.) Examination, November 2020  
(2014 Admn. Onwards)

Core Course

5B14 BBA/BBA (TTM)/BBA(RTM) : ORGANIZATIONAL BEHAVIOUR

Time : 3 Hours

Max. Marks : 40

SECTION – A

Answer **all** questions. **Each** question carries  $\frac{1}{2}$  marks.

1. What is organizational development ?
2. Define perception.
3. List out the theories of learning.
4. Define group dynamics. (4× $\frac{1}{2}$ =2)

SECTION – B

Answer **any four** questions. **Each** question carries 1 mark.

5. What is Goal conflict ?
6. What do you mean by counselling ?
7. What is reinforcement theory ?
8. Who is an autocratic leader ?
9. What is stress management ?
10. What is organizational change ? (4×1=4)

P.T.O.



## SECTION – C

Answer any six questions. Each question carries 3 marks.

11. Write a note on MBO.
12. What is conflict ? Explain its types.
13. What are the determinants of individual personality ?
14. What is personality ? What are its determinants ?
15. How to manage job stress ? Explain.
16. What are the characteristics of leadership ?
17. Explain the stages of group development.
18. Describe in detail financial and non financial motivation. (6×3=18)

## SECTION – D

Answer any two questions. Each question carries 8 marks.

19. Write a note on the theories of motivation.
  20. Explain the need and significance of conflict management.
  21. What is perception ? Explain the features, process and factors influencing perception. (2×8=16)
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