



Avinashilingam Institute for Home Science and Higher Education for Women
(Deemed to be University under Category 'A' by MHRD, Estd. u/s 3 of UGC Act 1956)
Re-accredited with 'A++' Grade by NAAC. Recognised by UGC Under Section 12B
Coimbatore - 641 043, Tamil Nadu, India

Continuous Internal Assessment –II OCT 2025
Semester I

Class: I UG
Major: BBA

Time: 2 Hour
Max. Marks: 60

25BBAC04 HUMAN BEHAVIOUR ORGANISATION

Course Outcomes

On the completion of the course, the students will be able to

1. Apply underpinning theoretical base for human resource management.
2. Identify the human resource requirement, roles and skills set required for each role in retail outlet.
3. Implement the processes to ensure effective human resource management
4. Design work environment and norms to meet the retail industry standards and norms
5. Apply global HRM practices for effective employee relationship and inculcate the culture of teamwork, integrity and customer ethics.

Part- A

Choose the correct the answer

(6X1=6)

1. What is crucial for effective conflict resolution? CO1 K1
a) Power b) Communication c) Money d) Punishment
2. "The reactions of individuals to new or threatening factors in their work environments" CO3 K1
a) Attitude b) Stress c) Dissonance d) Disappointment
3. Which outcome is ideal in conflict management? CO3 K2
a) Victory b) Loss c) Resolution d) Delay
4. One trait that dominates a personality so much that it influences nearly everything a person does is a: CO4 K2
a) Global Trait b) Cardinal Trait c) Specific trait d) Central Trait
5. Extension of behavior modification into organization is called. CO3 K1
a) Enrichment b) Enlargement c) OB Mod d) OB Ext
6. which of the following is/are not organizational factors causing stress CO1 K2
a) Task demand b) Role demand c) Role conflict d) Satisfaction

Part B

Answer ALL questions

(3 x 6 = 18)

Each answer should not exceed 400 words or two pages

7.a) Discuss about the functions of organizational culture CO1 K1

Or

b) Elaborate the positive and negative consequences of conflict in an organization. CO3 K2

8.a) Write short on the components of transformational leadership. CO2 K2

Or

b) Write a note on stress and symptoms of stress. CO3 K1

9. a) Point out the challenges and opportunities of organisational behaviour. CO1 K2

Or

b) Write shorts notes on the following:

a) Latent conflict, b) Felt conflict, c) Inter-personal conflict CO3 K2

Part C

Answer all the questions

(3*12=36)

Each answer should not exceed 00 words or two pages

10.a) Explain the organizational change process and suggest ways to overcome the resistance to change. CO3 K2

Or

b) Discuss about the Intrinsic Motivation theory. CO3 K2

11.a) Write short note on Transformational Leadership. CO3 K1

Or

b) Explain about the concepts determining the Organizational culture in detail CO2 K2

12. a) Explain the concept of organizational culture and organizational climate in detail CO3 K2

Or

b) Explain in detail on how groups are formed in organizations in different stages and the emergence of informal leaders and working norms. CO1 K1