

**Avinashilingam Institute for Home Science and Higher Education for
Women, Coimbatore-641043
Bachelor's Degree Examination – November 2017**

III Semester

**Class : II UG
Major : BBA Tourism**

**Time :3 Hrs
Max.Marks :100**

15BTOC07 Organizational Behaviour

Part – A

10x1=10

Choose the correct answer

1. The perception process starts with -----
 - a. Planning to stimuli
 - b. Selection of stimuli
 - c. Reception of stimuli
 - d. Organization of stimuli
2. ----- is one of the major psychological factors affecting the human behavior.
 - a. Environment
 - b. Situation
 - c. Heredity
 - d. Personality
3. ----- motivation is based on force or fear.
 - a. Positive
 - b. Negative
 - c. Financial
 - d. All the above
4. ----- consists of sharing the norms and values that guide the organizational member's behavior.
 - a. Organizational culture
 - b. Organizational climate
 - c. Organizational change
 - d. Organizational development
5. ----- is an important practice in meeting "whole man" needs.
 - a. Job Enrichment
 - b. Job Enlargement
 - c. Job Satisfaction
 - d. Job Design
6. A word of appraisal is -----
 - a. Direction
 - b. Motivation
 - c. Co-ordination
 - d. Command
7. The essence of power lies in having control over the ----- of others.
 - a. Behaviour
 - b. Value
 - c. Tactics
 - d. Beliefs
8. ----- are natural formations in the work environment that appear in response to the common interest of the organization members.
 - a. Formal groups
 - b. Informal groups
 - c. Apathetic groups
 - d. Erratic groups
9. ----- is the ability of a manager to induce subordinates to work with confidence and zeal.
 - a. Motivation
 - b. Leadership
 - c. Eustress
 - d. Enstress
10. ----- is the body's general response to environmental situations.
 - a. Stress
 - b. Conflict
 - c. Tactics
 - d. Traits

Part – B

5x6=30

Answer the following

Answer should not exceed 400 words or two pages

11. a. How do culture and family determine the development of personality?
(or)
11. b. Write short notes on i. Type 'A' and Type 'B' personality
ii. Perception
12. a. What are the sources of power?
(or)
12. b. Define the term group. State its nature.
13. a. Is there any positive relationship between job satisfaction and productivity?
(or)
13. b. What is Job Enrichment? What are its advantages?
14. a. What are the different types of Motivation?
(or)
14. b. Define organizational culture. What are the characteristics of organizational culture?
15. a. What is Leadership? State its importance in management.
(or)
15. b. What is role conflict? What are the causes of role conflict?

Part – C

5x12=60

Answer the following

Answer should not exceed 800 words or 4 pages

16. a. What is personality? What are its determinants?
(or)
16. b. Explain the different sources of values.
17. a. What are the different types of groups? Explain.
(or)
17. b. What are the important tactics used by people to gain power?
18. a. State the various techniques that measure job satisfaction.
(or)
18. b. Differentiate Job Enrichment from Job Enlargement.
19. a. Explain McGregor's "Theory X" and "Theory Y".
(or)
19. b. What is organizational climate? What are the factors that influence the climate of an organisation?
20. a. Discuss the important steps involved in managing the change, planned by the organisation.
(or)
20. b. Bring out the impact of stress on performance and satisfaction.