



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

Bachelor's Degree Examination - January 2021
V Semester

Class: III UG
Major: Psychology

Time : 3 Hours
Max. Marks : 100

18BPSC13 Organizational Behaviour

Part A
Choose the Correct Answer

10 X 1 =10

1. A process that includes defining goals, establishing strategy and developing plans to coordinate activities is
 - a. organizing
 - b. planning
 - c. managing
 - d. both a and c
2. It is defined as a broad range of feelings that people experience is
 - a. affect
 - b. mood
 - c. emotion
 - d. felt emotions.
3. Attributing one's own characteristics to other people is known as
 - a. projection
 - b. stereotyping
 - c. halo effect
 - d. contrast effect
4. Adjusting one's behaviour to align with the norms of the group is
 - a. adaptation
 - b. organizational commitment
 - c. conformity
 - d. cohesiveness
5. The drive to become what one is capable of becoming is
 - a. Self knowledge
 - b. Self Concept
 - c. Self actualization
 - d. Self esteem
6. A power base dependent on fear is
 - a. Reward power
 - b. Coercive power
 - c. Legitimate power
 - d. Information power
7. An evaluation method that rank order employees from best to worst is
 - a. Graphic ranking scale
 - b. Group order ranking
 - c. Individual ranking
 - d. Paired comparison
8. Contingency theory that focuses on follower's readiness is
 - a. Cognitive resource theory
 - b. Situational leadership theory
 - c. Leader member exchange theory
 - d. Path goal theory
9. Dissatisfaction expressed by passively waiting for condition to improve is
 - a. Exit
 - b. Neglect
 - c. Voice
 - d. Loyalty
10. Sequence of learning is known as
 - a. Training
 - b. Selection
 - c. Recruitment
 - d. Planning

Part B

5 x 6 = 30

Answer ALL questions

Each answer should not exceed 400 words or two pages

- 11.a. Explain the role of organizational behaviour in organizational enhancement.
(or)
- 11.b. Briefly explain the types of abilities.
- 12.a. Describe the five stage model of group development and its characteristics.
(or)
- 12.b. Contrast the three components of attitude.
- 13.a. Justify OB is an interdisciplinary approach..
(or)
- 13.b. Underline the importance of group decision making.
- 14.a. Explain about Hierarchy of Needs Theory.
(or)
- 14.b. How employees can express Dissatisfaction in Job?
- 15.a. Expound on the Types of Teams.
(or)
- 15.b. Write a short note on Power Tactics.

Part C

5 x 12 = 60

Answer ALL questions

Each answer should not exceed 800 words or four pages

- 16.a. Elaborate on the challenges faced by OB.
(or)
- 16.b. Enumerate on the Role of Organizational Psychologist.
- 17.a. Elucidate on the Theories of Leadership and what do you think is more effective to promote organizational development.
(or)
- 17.b. Give a detailed account on Causes of Job Satisfaction and how to assess.
- 18.a. Elaborate on the Theories of Motivation.
(or)
- 18.b. Discuss about the Personality Traits relevant to OB.
- 19.a. Give a detailed account on Creating Effective Team.
(or)
- 19.b. Elaborate on Contemporary Theories of Motivation.
- 20.a. Illuminate on Purposes, Methods and Suggestions for improving Performance Evaluation.
(or)
- 20.b. Enumerate on Management of Stress.
