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**DHANALAKSHMI SRINIVASAN COLLEGE
OF ARTS & SCIENCE FOR WOMEN
(AUTONOMOUS)**

(For Candidates admitted from 2020-2021 onwards)



**UG DEGREE EXAMINATIONS APRIL – 2021
B.B.A – AVIATION MANAGEMENT
ORGANIZATIONAL BEHAVIOUR**

Time: 3 Hrs

Max.Marks: 75

PART – A

CHOOSE THE CORRECT ANSWER

(10*1=10)

1. All the unique traits and patterns of adjustment of the individual is known as
a) Personality b) Responsibility c) Creativity d) Authority
2. Mismatch between personality and organization may lead to
a) Confusion and chaos b) Loss of interest by members in organization
c) Low morale and job satisfaction d) All of the above
3. According to Herzberg, which of the following is a maintenance factor?
a) Salary b) Work itself c) Responsibility d) Recognition
4. _____ advocated that humans are essentially motivated by levels of needs
a) Maslow b) Follet c) Elton mayo d) Ivon Pavlov
5. The job satisfaction of an employee depends on
a) behavior b) attitude c) personaliyy d) employer
6. Attitude is _____
a) Tendency to react positively b) Tendency to react negatively
c) Tendency to react in a certain way d) All of the above
7. The Hawthorne studies are of utmost significance as they form an honest and concerted attempt to understand:
a) The human factor b) Employee attitudes
c) The workers social situations d) All of the above
8. At the norming stage, the team is involved in defining
a) goals b) roles c) relations d) none of the above
9. The _____ Leadership style is an expression of the leader's trust in the abilities of his subordinates.
a) participative b) delegative c) Authoritarian d) All of the above

10. What is play to some people may be _____ others

- a) Responsibility b) Duty c) work d) None of the above

PART – B

ANSWER ALL THE QUESTIONS

(5*7=35)

11. a) Brief the scope of Organizational Behavior.

(OR)

b) Define Personality. What are the types of personalities?

12. a) Describe Herzberg's two factor theory of Motivation.

(OR)

b) Write a short note on perception.

13. a) What is Job enrichment? List out its benefits.

(OR)

b) How does Attitude differ from Belief?

14. a) Explain Hawthorne experiment.

(OR)

b) Analyse the types of groups.

15. a) Discuss various Leadership Styles.

(OR)

b) Discuss on Resistance to Organisational Change.

PART – C

ANSWER ANY THREE QUESTIONS

(3*10=30)

16. Analyze the need and importance of Organisational Psychology.

17. What is Transaction Analysis? Explain

18. Discuss the factors influencing Job satisfaction.

19. Analyze various types of conflict.

20. Explain various leadership theories.