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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 – BUSINESS ADMINISTRATION**

**ORGANIZATIONAL BEHAVIOUR**



**Time: 3 Hrs**

**Max.Marks: 75**

**PART - A**

**CHOOSE THE CORRECT ANSWER**

**(10X1=10)**

1. The subject if OB is \_\_\_\_\_ in nature
  - a) Interdisciplinary
  - b) Inward looking
  - c) Management oriented
  - d) Interactive
2. Organisational behaviour is \_\_\_\_\_
  - a) A science
  - b) an art
  - c) Both science and art
  - d) Neither science nor art
3. The major factors influencing individual behaviour \_\_\_\_\_
  - a) Personal
  - b) Organisational
  - c) Environmental
  - d) Psychological
4. Psychological factors that influence individual behaviour from
  - a) Value
  - b) Perception
  - c) Learning
  - d) Personality
5. Which these issues are resolved determines whether the group will succeed in accomplishing its tasks.
  - a) Forming
  - b) Storming
  - c) Norming
  - d) Performing
6. Formal work groups are established by an organization to achieve
  - a) Command task
  - b) Group task
  - c) Functional group
  - d) Organisational goals
7. Command and control types of leaders
  - a) Laissez faire
  - b) bureaucratic
  - c) autocratic
  - d) democratic
8. Leaders who involve their subordinates in decision making
  - a) Democratic
  - b) autocratic
  - c) bureaucratic
  - d) Laissez faire
9. Motivates originates from
  - a) Need and wants
  - b) fear
  - c) happiness
  - d) fines and penalties
10. Theory X and Theory Y were introduced by
  - a) Herzberg
  - b) McGregor
  - c) Maslow
  - d) Sigmund Freud.

**PART – B**

**ANSWER ALL THE QUESTIONS**

**(5X7=35)**

11. a) Explain the nature of organisational behaviour.

**(OR)**

- b) Describe the scope of organisational behaviour.

12. a) Define individual behaviour. Discuss the personal factors of individual behaviour.

**(OR)**

b) State the major factors influencing individual behaviour.

13. a) Describe the various features of group dynamics.

**(OR)**

b) Distinguish between formal and informal groups.

14. a) Bring out the importance of leadership.

**(OR)**

b) What are the different styles of leadership?

15. a) Enumerate the process of motivation.

**(OR)**

b) Distinguish between morale and motivation

**PART - C**

**ANSWER ANY THREE QUESTIONS**

**(3X10=30)**

16. What are the disciplines contributing to organisational behaviour?

17. List out the different determinants of personality - Discuss.

18. Discuss the characteristics of group dynamics.

19. Describe the various theories of leadership.

20. State the various steps to improve morale in an organisation.