

Reg. No. : .....

Name : .....

**Second Semester B.B.A. LLB (Five Year Integrated) Degree Examination,  
March 2021**

**Paper II : ORGANISATIONAL BEHAVIOUR**

Time : 3 Hours

Max. Marks : 80

(A) Explain any **five** of the following in not more than **60** words which carries **2** marks each.

1. Group Dynamics
2. Quality Circle
3. Job Involvement
4. Personality
5. Vertical conflict
6. Self Management
7. Organisational Climate
8. Reinforcement

**(5 × 2 = 10 Marks)**

(B) Answer any **four** questions in not more than **120** words which carries **4** marks each.

1. Write a short note on Individual Differences with respect to work.
2. How can Perceptual skills be improved?

3. Discuss the positive aspects of conflicts.
4. State the features of OD.
5. Differentiate between formal and informal groups.
6. Mention the end-result variables in Organisational Effectiveness.

**(4 × 4 = 16 Marks)**

(C) Answer any **four** questions in not more than **150** words which carries **6** marks each.

1. Describe the different ego-states.
2. Examine the need for knowledge of OB.
3. Critically examine Herzberg's two factor theory.
4. Discuss the techniques for improving Group decision making.
5. Explain the dimensions of personality.
6. What are the benefits and uses of Transactional Analysis?

**(4 × 6 = 24 Marks)**

(D) Answer any **three** questions which carry **10** marks each.

1. What do you understand by Organisational Behaviour? What are the contributing disciplines to OB?
2. Trace the evolution of Quality of Work Life. Suggest measures to improve QWL.
3. Discuss the major OD interventions.
4. Examine the relative importance of financial and non financial incentives in motivation.

**(3 × 10 = 30 Marks)**