

Reg. No. : .....

Name : .....

**Second Semester BBA LL.B (FIVE YEAR INTEGRATED) Degree  
Examination, January 2020**

**Paper II: ORGANIZATIONAL 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. Human relations movement.
2. Administrative management.
3. Locus of Control.
4. Type B personality.
5. Halo effect.
6. Social Learning.
7. Cognitive dissonance.
8. Empowerment.

**(5 × 2 = 10 Marks)**

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

1. What can be done to promote ethical behavior in an organization.
2. What is the role of corporate social responsibility in developing ethical organizations?
3. Write notes on the types of perceptual errors?
4. What are the opportunities for organizational behavior?
5. What do you mean by classical conditioning?
6. How do attitude affect behavior at work?

**(4 × 4 = 16 Marks)**

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

1. Explain the various approaches to the study of organizational behavior.
2. State and explain the different models of individual behavior.
3. Define learning. Explain the different ways of learning.
4. What do you mean by group? Explain the theory of group formation.
5. What are the factors influencing perception?
6. Discuss the parameters that leads to the formulation of values in individuals? How does the value system of a person influence his job satisfaction at work.

(4 × 6 = 24 Marks)

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

1. How does an OD programme differ from other approaches to managing and improving organizational functioning?
2. "Whenever possible the manager should hire people with an external locus of control". Do you agree with this statement. Comment.
3. How social learning model can be used as a powerful management tool to enhance learning capabilities of employees in an organization?
4. What do you mean by quality of work life? Discuss the evolution and development of quality work life in India?

(3 × 10 = 30 Marks)