

Reg. No. :

Name :

Second Semester B.B.A. LL.B. (Five Year Integrated) Degree Examination,
February 2024

Paper II : ORGANIZATIONAL BEHAVIOUR

(2013 Admission Onwards)

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. Organisational Behaviour
2. Quality of work life
3. Role conflict
4. Locus of Control
5. Job Involvement
6. Personality
7. Vertical conflict
8. Reinforcement

(5 × 2 = 10 Marks)

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

1. Discuss the key elements of Organisational Behaviour
2. What are the various non financial rewards used for motivating employees.
3. Explain Group Norms.
4. Write a short note on Individual Differences with respect to work.

P.T.O.

5. How can Perceptual skills be improved?
6. Discuss the positive aspects of conflicts.

(4 × 4 = 16 Marks)

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

1. Elaborate the two theories of motivation proposed by Mc Gregor.
2. Discuss the relevance of job satisfaction.
3. What is Transactional Analysis? Explain the different types of transactions.
4. Discuss the major elements of QWL.
5. Describe the different ego-states.
6. Examine the need for knowledge of OB.

(4 × 6 = 24 Marks)

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

1. Give an account of Maslow's Need Hierarchy theory and its implications for management.
2. What do you mean by conflict? Examine the various conflict resolution actions.
3. Discuss the major OD interventions.
4. Examine the relative importance of financial and non financial incentives in motivation.

(3 × 10 = 30 Marks)