

(FOR THE CANDIDATES ADMITTED

**23UBP410**

DURING THE ACADEMIC YEAR 2023 ONLY)

REG.NO.

**N.G.M.COLLEGE (AUTONOMOUS) : POLLACHI**

**END-OF-SEMESTER EXAMINATIONS : MAY-2025**

**B.Com-BPS**

**MAXIMUM MARKS: 75**

**SEMESTER:IV**

**TIME : 3 HOURS**

**PART - III**

**23UBP410– ORGANIZATIONAL BEHAVIOUR**

**SECTION – A**

**(10 X 1 = 10 MARKS)**

**ANSWER THE FOLLOWING QUESTIONS.**

1. According to the scientists of organisational behaviour, how are the organizations?  
a) Dynamic and ever-changing   b)Researching   c)Processing   d)Static
2. Which is the most relevant application of perception concepts to organizational behaviour?  
a) The perceptions people form about each other  
b) The perceptions people form about their employer  
c) The perceptions people form about their culture  
d) The perceptions people form about society
3. \_\_\_\_\_ is the set of forces that energize direct and sustain behavior.  
a) Motivation   b)Expectancy   c) Empowerment   d) Socialization
4. What are group norms?  
a) Theoretical models of group dynamics  
b) Communication patterns and styles  
c) Unwritten rules and expectations that guide behavior within the group  
d) Techniques and methods used in social group work
5. What does it mean to lead by example?  
a) Dictating orders without taking action  
b) Being a role model and practicing what you preach  
c) Delegating all responsibilities to subordinates  
d) Ignoring the needs and opinions of team members

**ANSWER THE FOLLOWING IN ONE (OR) TWO SENTENCES**

**(K2)**

6. Define learning.
7. What do you mean by personality?
8. What is intrinsic motivation?
9. How do you define a team?
10. What is organizational culture?

**SECTION – B****(5 X 5 = 25 MARKS)****ANSWER EITHER (a) OR (b) IN EACH OF THE FOLLOWING QUESTIONS.(K3)**

11. a) Describe the scope of organizational behaviour. **(OR)**  
b) What are the various subjects contributing to the discipline of organizational behaviour?
12. a) Outline the various stages of perceptual process. **(OR)**  
b) Discuss the prominent personality traits of Indian managers.
13. a) Write a note on motivational drives. **(OR)**  
b) List the assumption of X and Y theory.
14. a) Mention the nature of the groups formed in work place. **(OR)**  
b) Identify the causes of organizational conflict.
15. a) Which are the different sources of power for individuals?. **(OR)**  
b) Bring out the qualities of a good leader.

**SECTION – C****(5 X 8 = 40 MARKS)****ANSWER EITHER (a) OR (b) IN EACH OF THE FOLLOWING QUESTIONS.(K4 (Or) K5)**

16. a) Discuss the various approaches to the study of the organizational behaviour, **(OR)**  
b) Elucidate the organizational change process and suggest ways to overcome the resistance to change.
17. a) Explain the theories of personality in organizational behavior **(OR)**  
b) Describe the factors that influence personality.
18. a) Explain the importance of motivation in organizations and also describe the techniques of motivation. **(OR)**  
b) Discuss the techniques used to measure the job satisfaction of employees.
19. a) Explain the different strategies used by managers to resolve work-place conflicts. **(OR)**  
b) What is group decision-making? Explain the group decision-making process in detail.
20. a) Compare and contrast different styles of leadership. Which style would you recommend for a manager of a private sector unit? **(OR)**  
b) Explain different components and determinants of organizational effectiveness

**Ethical paper**

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