

(FOR THE CANDIDATES ADMITTED
DURING THE ACADEMIC YEAR 2023-24 ONLY)

23UBC5E2

REG.NO. :

N.G.M.COLLEGE (AUTONOMOUS) : POLLACHI
END-OF-SEMESTER EXAMINATIONS : NOVEMBER-2025

B.C.A
SEMESTER: V

MAXIMUM MARKS: 75
TIME : 3 HOURS

PART – III
ORGANIZATIONAL BEHAVIOUR

SECTION – A

(10 X 1 = 10 MARKS)

ANSWER THE FOLLOWING QUESTIONS.
MULTIPLE CHOICE QUESTIONS.

K1

1. What is nature of organizational behaviour?
 - a) Fundamental part of management
 - b) Normative science
 - b) Multi disciplinary approach
 - d) Science and art
2. Communication begins with _____.
 - a) encoding
 - c) decoding
 - b) idea origination
 - d) channel selection
3. _____ is the process of stimulating people to actions to accomplish the goals.
 - a) Bonus
 - c) Performance-based Incentive
 - b) Motivation
 - d) Promotion
4. Conflict management helps to understand _____.
 - a) Nature and origin of conflict
 - c) Individual conflict
 - b) Personality bias
 - d) All of the above
5. Perception is used in _____.
 - a) Selection of candidate
 - c) Both (A) and (B)
 - b) Performance appraisal
 - d) None of the above

ANSWER THE FOLLOWING IN ONE (OR) TWO SENTENCES.

K2

6. What is organizational behaviour?
7. What do you mean by understanding values?
8. What is reinforcement learning?
9. What are conflicts?
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) Write a short notes on nature and scope of organizational behaviour.

(OR)

- b) Highlight the significance of Individual Behaviour.

(CONTD.....2)

12. a) Explain the types of values.
(OR)
b) Give the significance and measurement of job satisfaction.
13. a) What is punishment? Explain - how to handle it.
(OR)
b) Write a short notes on group behaviour.
14. a) What are the sources of conflicts? Explain.
(OR)
b) What is Job Frustration? Explain.
15. a) What is the nature and need for communication?
(OR)
b) Describe the contemporary leadership theories.

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

16. a) Explain the elements of organizational behaviour.
(OR)
b) Discuss Human Behavior and its Causation.
17. a) Write a detail notes on inter personal perception.
(OR)
b) Discuss the components of attitudes.
18. a) Enumerate the principles of Leadership.
(OR)
b) Elaborate the types of motivation in detail.
19. a) Explain the types of conflicts.
(OR)
b) State the causes and consequences of stress
20. a) Write a detailed note about effective Communication.
(OR)
b) Discuss the important characteristics of organizational culture.