

(FOR THE CANDIDATES ADMITTED
DURING THE ACADEMIC YEAR 2021 ONLY)

21UBC309

REG.NO. :

N.G.M.COLLEGE (AUTONOMOUS) : POLLACHI
END-OF-SEMESTER EXAMINATIONS: DECEMBER- 2022
COURSE NAME: B.C.A.
SEMESTER: III
MAXIMUM MARKS: 70
TIME : 3 HOURS

PART - III
ORGANIZATIONAL BEHAVIOUR

SECTION - A (10 X 1 = 10 MARKS)

ANSWER THE FOLLOWING QUESTIONS.

MULTIPLE CHOICE QUESTIONS.

(K1)

1. _____ is recognized as the father of "Human Relations".
a) William Gilbreth b) Hendry Fayol c) F.W. Taylor d) Elton Mayo
2. The Job Satisfaction of an employee is depending on the _____.
a) behaviour b) attitude c) personality d) employer
3. Motivation's two-factor theory is given by _____.
a) Herzberg b) Harold Kelley c) J.Stacy Adams d) Douglas MCGregor
4. Conflict that relates to the content and goals of work is termed _____ conflict.
a) performance b) relationship c) task d) work
5. Communication begins with _____.
a) encoding b) idea organization c) decoding d) channel selection

ANSWER THE FOLLOWING IN ONE (OR) TWO SENTENCES.

(K2)

6. Define organizational behavior.
7. List any two components of attitude.
8. What are the major dimensions of social learning theory?
9. What is inter-personal conflict?
10. Define Team Building.

SECTION – B

(5 X 4 = 20 MARKS)

ANSWER EITHER (a) OR (b) IN EACH OF THE FOLLOWING QUESTIONS. (K3)

11. a) Categorize the four key elements of Organizational Behavior.
(OR)
b) Examine the concept of Determinants of Personality.
- 12.a) State the effects of values and job satisfaction on behavior.
(OR)
b) Discuss how an understanding of attitudes is useful for the study of organizational behavior.
- 13.a) Outline the nature and process of Motivation.
(OR)
b) Write a note on Group Behavior.

(CONTD.....2)

14.a) Identify the main sources of conflict.

(OR)

b) Classify the types of conflicts.

15.a) Bring out the characteristics of organizational culture.

(OR)

b) What do you mean by Leadership? Explain the various styles of Leadership.

SECTION - C

(4 X 10 = 40 MARKS)

ANSWER ANY FOUR OUT OF SIX QUESTIONS

**(16th QUESTION IS COMPULSORY AND ANSWER ANY THREE QUESTIONS
(FROM Qn. No : 17 to 21) (K4 (Or) K5)**

16. Analyse some of the theories of Motivation.

17. Discuss the foundation of Individual Human behavior and its causation.

18. What is Perception? Explain the facts influencing perception.

19. Describe the two important principles of learning

20. Describe the concept of conflict management and its process.

21. Explain the types and functions performed by culture.
