

**(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**

**(16<sup>th</sup> 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.

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