

Reg. No. :

6127

Q.P. Code : [11 SC 10/11 MM 20]

(For the candidates admitted from 2011 onwards)

B.Sc. DEGREE EXAMINATION, APRIL 2021.

Fifth/Sixth Semester

Part III — Computer Science/Multimedia and
Web Technology

Elective — ORGANIZATIONAL BEHAVIOR

Time : Three hours

Maximum : 75 marks

SECTION A — (10 × 1 = 10 marks)

Answer ALL questions.

Choose the correct answer :

1. Organizational behavior is the study of _____
(a) Human behavior (b) Child behavior
(c) Child welfare (d) Human welfare
2. Contingency models of highlight the _____
between technology, structure, methods of
operation and environmental influences.
(a) Differences (b) Interrelationships
(c) Similarities (d) Dependencies

3. McClelland has categorized _____ fundamental theories.
- (a) 1 (b) 3
(c) 4 (d) 2
4. Achievement motivation theory was propounded by _____
- (a) McGregor (b) McClelland
(c) Maslow (d) Argyris
5. Immaturity-Maturity theory of motivation was developed by _____
- (a) Argyris (b) Maslow
(c) Vroom (d) Porter and Lawler
6. _____ is the heart of the managerial process.
- (a) Motivation (b) Leadership
(c) Communication (d) Group dynamics
7. A _____ comprises the employees who work together to complete a particular project.
- (a) Formal groups (b) Informal groups
(c) Task groups (d) Interest groups

8. Another name for interpersonal communication is _____
- (a) Mass communication
 - (b) Face to face public communication
 - (c) Virtual reality
 - (d) Dyadic communication
9. What are the stages of group formation?
- (a) Forming
 - (b) Storming
 - (c) Performing
 - (d) All of the above
10. Decision making situations can be categorized along a scale which ranges from _____
- (a) Certainty to risk to uncertainty
 - (b) Certainty to uncertainty to risk
 - (c) Certainty to risk to uncertainty to ambiguity
 - (d) Uncertainty to certainty to risk

SECTION B — (5 × 5 = 25 marks)

Answer ALL questions.

11. (a) Discuss the related disciplines of studying OB.

Or

- (b) Elucidate the basic approach of organizational behavior.

12. (a) What is personality? Explain the major attributes of personality.

Or

- (b) What are the major determinants of job satisfaction? How will you measure it?

13. (a) Discuss about McGregor motivation theory in brief.

Or

- (b) Explain about the factors that influence the activities of leadership.

14. (a) Compare interactive conflict and interpersonal conflict.

Or

- (b) Explain the stages in group development.

15. (a) What is decision making process? Bring out the different techniques of decision making process.

Or

- (b) State the process and importance of communication.

SECTION C — ($5 \times 8 = 40$ marks)

Answer ALL questions.

16. (a) Discuss the issues and challenges faced by organization in the modern scenario.

Or

- (b) Explain in detail about the theoretical framework of organizational behavior.

17. (a) Discuss the factors that limits the accuracy of perception.

Or

- (b) What are the components of attitudes? How are they measured?

18. (a) Compare Maslow's hierarchy theory with Herzberg's two factor theory of motivation.

Or

- (b) Explain about the leadership qualities in today's context in briefly.

19. (a) Describe the steps involved in the formal groups.

Or

- (b) Briefly explain about traditional negotiation approaches.

20. (a) Detail out the various types of organizational culture.

Or

- (b) Discuss about role and background of communication in briefly.
