

NOVEMBER 2023

72238/BB23B

Time : Three hours

Maximum : 75 marks

PART A — (10 × 2 = 20 marks)

Answer any TEN questions.

Write short notes on the following.

1. Organisation chart
2. Informal organisation
3. Group intelligence test
4. Non-Financial motivation
5. Morale
6. Employee productivity
7. House keeping
8. Fatigue
9. Autocratic leader
10. Cohesiveness

II BBA → Organisational Behaviour

11. Organizational climate

12. Managerial grid

PART B — (5 × 5 = 25 marks)

Answer any FIVE questions.

13. Distinguish formal organisation from informal organisation.

14. Discuss the important principles considered in organising stimuli.

15. Explain the consequences of low morale.

16. What is meant by job satisfaction? What are the consequences of job dissatisfaction?

17. Bring out the salient features of autocratic leadership style.

18. Explain the determinants of group cohesiveness.

19. What are the characteristics of organisational culture? How is an organisation's culture created?

PART C — (3 × 10 = 30 marks)

Answer any THREE questions.

20. Explain the various factors that influence individual behaviour.

21. Explain non-financial incentives and their importance.

22. Explain the characteristics of leadership. Distinguish a leader from a manager.

23. Explain the merits and demerits of group decisions.

24. Explain the merits and demerits of the OD programme.