

**BMS DEGREE (C.B.C.S.S.) EXAMINATION APRIL 2018**  
**(2017 Admission Regular, 2016 Admission Improvement/Supplementary &**  
**2015 Admission Supplementary)**  
**SEMESTER II - COMPLEMENTARY COURSE (INTERNATIONAL BUSINESS)**  
**CO2C04TB - ORGANIZATIONAL BEHAVIOR**

Time: Three Hours

Maximum Marks: 80

**PART A****I. Answer any six questions. Each question carries 1 mark**

1. Give a definition of Organizational Behavior.
2. Describe concept of nature of people.
3. What is personality?
4. Define interpersonal communication.
5. How group can influence individual behaviour?
6. Describe change management.

**(6x1= 6)****PART B****II. Answer any seven questions. Each question carries 2 marks**

7. Describe human dignity.
8. How to improve ethical behavior.
9. Describe need, drives and goal.
10. What all are the features of theory Z?
11. Define transactions.
12. What is perceptual set in the workplace?
13. Describe five stage model of group.
14. What causes workplace conflicts?
15. What all are the common factors to have successful change in an organization?
16. What all are the elements of organizational culture?

**(7x2= 14)****PART C****III. Answer any five questions. Each question carries 6 marks**

17. Describe custodial model of organizational behavior.
18. Give a note on personality determinants.
19. Explain Porter – Lawler model experiment.
20. Describe great man theory of leadership.
21. What is perceptual selectivity?
22. What is group structure and group process?
23. Give a note on group think.
24. Explain Lewin's change management process.

**(5x6=30)**

## **PART D**

### **IV. Answer any two questions. Each question carries 15 marks**

25. Discuss development of personality, described by Freudian and Erikson stage.
26. Describe Berne's three ego states.
27. What is conflict? What causes conflict? How to manage it?
28. The Role and Responsibility of Company Leadership in Shaping Organizational Culture.

**(2x15=30)**