

DIPLOMA EXAMINATION, NOVEMBER 2024
(2024 Admission Regular)
SEMESTER I – SKILL COURSE
DIPLOMA IN BUSINESS ADMINISTRATION
VBA1S03D24: ORGANIZATIONAL BEHAVIOUR AND STRESS
MANAGEMENT

Time: 3 Hours

Maximum Marks: 60

PART A

I. Answer all the questions in this part. Each question carries 1 mark

A Choose the correct answer from the bracket

- 1. The middle road in the managerial grid is recognized by the coordinate (1,9) , (9,9) , (5,5) (1,1))
- 2. Managerial Grid was developed in the year _____.
(1934, 1964, 1954, 1984)
- 3. The type of leadership that has high level of power on employees
(Bureaucratic, Autocratic, Laisezz Faire , Democratic)
- 4. The known to self, known to others in Johari Window
(Open area, Blind spot, Hidden area, Unknown)
- 5. The individual’s ability to get along with others
(Agreeableness , emotional stability, conscientiousness , Openness to experience)
(5 x 1 = 5)

B Match the following questions

Column A	Column B
6. Autocratic	a) McGregor
7. Internal Fear	b) power
8. Hertzberg	c) Stressor
9. Theory x and Y	d) Arena
10. Open area	e) Two factor Theory

(5x 1 = 5)

C Answer the Following statements as True or False

- 11. People make up the internal social system
- 12. Basis of Custodial model of OB is partnership.
- 13. Democratic Leadership is also called Participative leadership.
- 14. Super ego hold all our moral standards.
- 15. Trauma is an internal stressor.

(5x 1 = 5)

D Answer the following questions in one word

16. Hidden area in Johari window is also known as _____.
17. The word Personality has been derived from the Latin word “_____.”
18. Theory Z was first postulated by _____.
19. Chemical naturally produced in our body as a response to stress.
20. Negative stress is called _____.

(5x 1 = 5)

PART B

II. Answer any five questions. Each question carries 2 marks

21. Define : “OB”
22. What are the key elements of OB?
23. State the five stages of Group Dynamics.
24. What is leadership?
25. What is id?
26. Define “Personality”
27. What are the two types of stress?

(5 x 2 = 10)

PART C

III. Answer any four questions. Each question carries 5 marks

28. What are the various types of leadership?
29. State the characteristics of OB.
30. Explain : Needs Hierarchy Theory
31. Explain Big Five Model.
32. Explain the role of communication in managing stress.
33. Briefly explain the types of group dynamics.

(4 x 5 = 20)

PART D

IV Answer any one question .The question carries 10 marks

34. Explain Johari Window.
35. Briefly explain Sigmund Freud’s psychoanalytic theory.

(1 x 10 = 10)