

**B.B.A. DEGREE EXAMINATION, APRIL 2019**  
**III Year VI Semester**  
**Organisational Psychology**

**Time : 3 Hours**

**Max.marks :75**

**Section A** ( $10 \times 2 = 20$ ) Marks

Answer any **TEN** questions

1. Define OB.
2. What is Custodial Model?
3. Define Personality.
4. What is Perception?
5. What is a Group?
6. What is Group cohesiveness?
7. Define Leadership.
8. Define Conflict.
9. What is Conflict outcomes?
10. Enlist any two causes of conflict.
11. What is Quality of Work Life?
12. List out two benefits of measuring Quality.

**Section B** ( $5 \times 5 = 25$ ) Marks

Answer any **FIVE** questions

13. Discuss the characteristic feature of OB.
14. Enumerate the factors influencing Individual Behaviour.
15. Differentiate Attitude Vs Values.
16. Discuss briefly the Perceptual process.
17. Describes the types of Groups.
18. Elaborate the various level of Conflict.
19. Explain the criteria for measuring the Quality of Work Life.

**Section C** ( $2 \times 15 = 30$ ) Marks

Answer any **TWO** questions

20. Elaborate the various models of Organisational Behaviour.
21. Describe in detail the determinants of Personality.
22. Explain any two theories of Leadership.
23. Discuss the various consequences of conflict.

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