

**E 6125**



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Reg. No.....

Name.....

**B.A. DEGREE (C.B.C.S.S.) EXAMINATION, SEPTEMBER 2024**

**Sixth Semester**

Core Course—MANAGING BEHAVIOUR IN ORGANIZATIONS

(B.A. Psychology—Prior to 2012 Admissions)

Time : Three Hours

Maximum Weight : 25

**Part A**

*Answer all questions.*

*Question in bunches of four.*

*Each bunch carries a weight of 1.*

I. Choose the correct answer :

- 1 ————— is defined as the need to manipulate others and have superiority over them.  
(a) Achievement motive.                      (b) Power motive.  
(c) Leadership.                                      (d) Authoritarianism.
- 2 ————— is the conflict between various levels of organization.  
(a) Functional conflict.                      (b) Hierarchical conflict.  
(c) Line-staff conflict.                      (d) Formal conflict.
- 3 ————— is a common mechanism for resolving differences and allocating resources.  
(a) Conflict.                                      (b) Negotiation.  
(c) Demand.                                      (d) Legitimate powers.
- 4 Three stages of GAS are alarm, resistance and —————.  
(a) Utilization.                                      (b) Exertion.  
(c) Exhaustion.                                      (d) Escalation.





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II. Fill up the blanks :

- 5 \_\_\_\_\_ type of power comes from the desire on the part of the other persons to identify with the agent Wielding Power.
- 6 \_\_\_\_\_ is defined as choosing between two or more alternatives.
- 7 \_\_\_\_\_ is a planned process of change in an organization's culture through the utilization of behavioral science-technology, research and theory.
- 8 A \_\_\_\_\_ is a set of values shared by a minority of organization's members.

III. State whether the following statements are True *or* False :

- 9 Sharedness refers to the degree of commitment of organizational members to the core values.
- 10 Heuristics is the short cut method to effective problem solving.
- 11 Distress is otherwise known as the positive stress.
- 12 Type B persons are characterised by easy going nature.

IV. Match the following :

- |                              |                     |
|------------------------------|---------------------|
| 13 OD                        | — French and Raven. |
| 14 Stress                    | — Kurt Lewin.       |
| 15 Type A Type B personality | — Hans Selye.       |
| 16 Legitimate power          | — Fried man.        |

(4 × 1 = 4)

**Part B**

*Answer any **five** questions in one **or** two sentences.*

*Each question carries a weight of 1.*

- 17 Eustress.
- 18 Decision making.
- 19 Culture.
- 20 Language.





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- 21 Type A personality.
- 22 Cohesiveness.
- 23 Psychological hardness.
- 24 Frustration.

(5 × 1 = 5)

### Part C

*Answer any **four** questions in **a page** each.*

*Each question carries a weight of 2.*

- 25 Structured group decision making process.
- 26 Functions of culture.
- 27 Johari window.
- 28 Overcoming resistance to change.
- 29 Type of decisions.
- 30 Nature of social responsibility.

(4 × 2 = 8)

### Part D

*Answer any **two** questions in **four** pages.*

*Each question carries a weight of 4.*

- 31 Examine the models of decision making process.
- 32 Explain briefly organizational development, its values, interventions and creating a learning organization.
- 33 Explain the individual and organizational coping strategies.

(2 × 4 = 8)

