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DCAM212

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II Semester B.B.A. Degree Examination, June/July - 2025

AVIATION MANAGEMENT

Organisational Behaviour

(SEP CBCS Scheme Freshers Only)

Paper-2.2

Time : 3 Hours

Maximum Marks : 80

Instructions to Candidates:

Answers should be written in English only.

SECTION - A

Answer any Five questions. Each question carries 2 marks.

(5×2=10)

1. a. Define the term Organizational Behaviour.
- b. What is Attitude?
- c. Give the definition of Personality.
- d. What is meant by Group cohesiveness?
- e. What do you understand by collaboration?
- f. Give the meaning of organizational culture.
- g. Define leadership.
- h. What is your understanding of the term Diversity in workplace?

SECTION - B

Answer any Four questions. Each question carries 5 marks.

(4×5=20)

2. State the differences between Groups and Teams.
3. List the important causes of stress and Burnout in workplace.
4. Discuss the different steps in perception process.

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5. What are the different strategies used to resolve conflicts?
6. Draw an imaginary Divisional Organizational structure.
7. Write a short note on Inclusion in workplace.

SECTION - C

Answer any Three questions. Each question carries 15 marks.

(3×15=45)

8. What is counter productive work behaviour? Explain the various ways to manage counter productive work behaviour.
9. Give the meaning of motivation. Explain in detail Maslow's need hierarchy theory of motivation with a neat diagram.
10. Discuss in detail Democratic style of leadership.
11. What are organizational Development interventions? Explain its types.
12. What is work-life balance? How to achieve good work-life balance.

SECTION - D

Skill Based Question.

(1×5=5)

13. Read the following case and answer the given questions below.

The conflict between departments. (Case Study)

Two departments within a software company, the product development and marketing teams are constantly in conflict. They disagree on product features, marketing strategies and resource allocation.

Questions.

- a) What are the underlying causes of this conflict?
 - b) How can management mediate this conflict and promote collaboration between the two departments?
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