



ST. FRANCIS DE SALES COLLEGE

A FRANSALIAN INSTITUTE OF HIGHER EDUCATION **AUTONOMOUS**

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END SEMESTER EXAMINATION – MAY 2025

BUSINESS ADMINISTRATION - II SEMESTER BBA

AVIATION MANAGEMENT

24BBA25B– ORGANISATIONAL BEHAVIOUR

Time: 3 Hours

Max. Marks: 80

Instruction: *Answer should be written completely in English*

SECTION – A

1. Answer any **SEVEN** questions. Each question carries **TWO** marks.

(7X 2=14)

- Define Organizational Behaviour.
- Write a note on Organizational citizenship behaviour.
- List out the basic needs as per Maslow's Theory.
- What are the four factors of motivation?
- What do you mean by group structure?
- What are the Fives Ps of Motivation?
- What is the role of Chief Executive officer in Airline Industry?
- Mention any four types of Organizational structure.
- State two benefit of having a diverse workforce.
- State two benefit of maintaining work-life balance in airline industry.

SECTION -B

Answer any **THREE** questions. Each question carries **EIGHT** marks.

(3X 8=24)

- Briefly explain the scope of Organizational Behaviour.
- List out the factors affecting individual behaviour.
- Explain in detail about Vroom's Expectancy Theory.
- Explain briefly about Main Departments in an Airline Company.



6. Describe the ethical issues that arise in global business environments.

SECTION – C

Answer any **THREE** questions. Each question carries **FOURTEEN** marks.

(3X14=42)

7. Explain in detail about scope and nature of organizational behaviour.
8. Explain any three Motivational Theories.
9. Explain about conflict management styles.
10. Briefly explain the structure of Cabin Crew & In-Flight Services.
11. Explain the role of Technology and organizational behaviour.

