



ST. FRANCIS DE SALES COLLEGE

A FRANSALIAN INSTITUTE OF HIGHER EDUCATION **AUTONOMOUS**

NAAC A GRADE • AFFILIATED TO BANGALORE UNIVERSITY • AICTE APPROVED • 2(F) & 12 (B) RECOGNITION OF UGC • ISO 9001:2015 CERTIFIED

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END SEMESTER EXAMINATION – APRIL/MAY 2026

BUSINESS ADMINISTRATION – II SEMESTER BBA

25BBA25A: ORGANIZATION 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.

(7X2=14)

- Define Organizational Behaviour?
- State any two objectives of studying Organizational Behaviour?
- Define attitude.
- State the importance of Organizational Citizenship Behaviour.
- Define motivation and state its importance in organizations.
- What is meant by group in an organization.
- Define stress management.
- What is power in Organizational behaviour?
- List any four perceptual errors?
- What do you mean by group cohesiveness?

SECTION – B

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

(3X8=24)

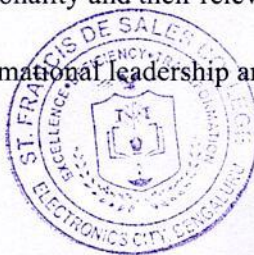
- Discuss the emerging challenges and opportunities in Organizational Behaviour.
- Explain MBTI model with diagram.
- Explain the concept and importance of leadership in organizations.
- Discuss the process of group formation.
- Explain the role of Artificial Intelligence (AI) in change management within organizations.

SECTION – C

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

(3X14=42)

- Define Organizational Behaviour and explain its nature, scope and importance in organizations.
- Discuss the major theories of personality and their relevance in understanding individual behaviour.
- Explain transactional and transformational leadership and discuss their impact on organizational performance.



10. Explain the concept of group behaviour. Discuss the characteristics and importance of groups in organizations.
11. Define conflict management. Explain the causes of conflict and various methods used to manage conflict in organizations.



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