

QP CODE: 24018855



Reg No :

Name :

MTTM DEGREE (CSS) EXAMINATION , APRIL 2024

Second Semester

MTTM

CORE - TR020204 - ORGANIZATIONAL BEHAVIOUR AND MANAGEMENT PROCESS

2019 Admission Onwards

763A8BA3

Time: 3 Hours

Weightage: 30

Part A (Short Answer Questions)

*Answer any **eight** questions.*

Weight 1 each.

1. What are the elements of Organisational Behaviour?
2. What is Resistance?
3. What is meant by Organisational Conflict?
4. What is Type A personality?
5. Define Group Cohesiveness.
6. What is Value as per OB?
7. What are the traits of Learning?
8. What is Positive Reinforcement?
9. What is Eustress?
10. What is Positive emotions?

(8×1=8 weightage)

Part B (Short Essay/Problems)

*Answer any **six** questions.*

Weight 2 each.

11. Explain the concept of organisational behaviour.
12. How does tourism get benefitted by the implementation of organisational behaviour?
13. In tourism sector implementation of OB is a difficult task. Comment.
14. Explain the functions of organisational change.





15. Explain the term job satisfaction.
16. Explain the sources of values.
17. Explain the term perceptual selection.
18. Explain the major process components of TQM.

(6×2=12 weightage)

Part C (Essay Type Questions)

*Answer any **two** questions.*

*Weight **5** each.*

19. Explain the characteristics of organisational development .
20. Define attitude and Discuss how attitude are formed.
21. Discuss how perception is relevant for understanding human behaviour.
22. Define stress and Explain the different strategies for managing stress.

(2×5=10 weightage)

