

Roll No. ....

## **BBA–301**

### **Organisational Behaviour**

(संगठनात्मक व्यवहार)

Bachelor of Business Administration

BBA–10/12/16/17

Third Semester, Examination, 2018

**Time : 3 Hours**

**Max. Marks : 80**

**Note :** This paper is of **eighty (80)** marks containing **three (03)** Sections A, B and C. Attempt the questions contained in these Sections according to the detailed instructions given therein.

#### **Section–A**

##### **(Long Answer Type Questions)**

**Note :** Section ‘A’ contains four (04) long answer type questions of nineteen (19) marks each. Learners are required to answer *two* (02) questions only.

1. Why do organizational politics affect practically every organisation ? What steps can managers take to ensure that organisational politics are a positive force leading to a competitive advantage, not a negative force leading to personal advantage at the expense of organisational goal attainment ?

**(B-42) P. T. O.**

2. Define Personality. Do biological factors affect the personality of an individual ? Briefly discuss any *five* personality traits. How does personality determine the behaviour of an individual ?
3. Differentiate between formal and informal groups. Are the informal groups in any way in conflict with the formal groups ? If so, give reasons for your judgment.
4. Describe all the learning theories in detail and also justify as a manager how you would use these theories in managing the people and organization.

### **Section-B**

#### **(Short Answer Type Questions)**

**Note :** Section 'B' contains eight (08) short answer type questions of eight (8) marks each. Learners are required to answer *four* (04) questions only.

1. Explain the importance and determinants of job satisfaction.
2. Explain the perception process with an illustration.
3. Discuss the characteristics and components of attitude.
4. Discuss the scope and nature of organization behaviour.
5. What do you mean by operant conditioning ?
6. What is group dynamics ?
7. What is meant by Group Cohensiveness ?
8. What is Emotional Intelligence ? Explain its components.

**Section–C**

**(Objective Type Questions)**

**Note :** Section ‘C’ contains ten (10) objective type questions of one (01) mark each. All the questions of this section are compulsory.

Write the True *or* False against the following :

1. ‘Howthorne-Experiments’ were conducted by Elton Mayo.
2. Strong interpersonal attraction developed among group members in called cooperation.
3. The discipline of Psychology has a great deal of influence on the field of organisational behaviour.
4. Heredity is an important factor in shaping the personality of an individual.
5. Social learning is a theory of learning.
6. Team creativity can be promoted by establishing challenges for the team.
7. Transactional Analysis is propounded by Eric Berne.
8. Suggestion boxes, hotilines and employee surveys are forms of Organisational Feedback.
9. The job enrichment process is said to increase a position’s horizontal job loading.
10. The best known theory of motivation is Maslow’s Need Hierarchy theory.