

Total No. of Pages : 04

Roll No.

BBA-301

Organizational Behaviour

संगठनात्मक व्यवहार

Bachelor of Business Administration

(BBA-10/12/16/17)

Third Semester

Examination, 2019

Time : 3 Hours

[Maximum Marks : 80

Note : This paper is of Eighty (80) marks divided into two (02) Sections A and B. Attempt the questions contained in these sections according to the detailed instructions given therein.

Section–A

Long Answer Types Questions

Note : Section 'A' contains Five (05) long-answer-type questions of Fifteen (15) marks each. Learners are required to answer any three (03) questions only. **(3×15=45)**

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P.T.O.

(2)

1. What do you understand by Organizational Behaviour? "Organizational theories should follow the Contingency approach". Comment on the accuracy of this statement.
2. Define Perception. Explain the process of Perception. What are their applications in Organisational Behaviour?
3. What is group dynamics? Explain the various stages of group development. How does group dynamics influence the functioning of an Organization?
4. Define Attitudes. Describe the process of formation of attitude. Explain how attitudes affect behaviour at work?
5. Explain the determinants of job satisfaction of an individual. What is the influence of Job Satisfaction on Employee turnover and absenteeism?

Section–B

Short Answer Types Questions

Note :Section 'B' contains Eight (08) short-answer-type questions of Seven (07) marks each. Learners are required to answer any Five (05) questions only. **(5×7=35)**

1. Discuss the attributes of Type 'A' and Type 'B' personality.

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(3)

2. Explain in brief Maslow's need hierarchy.
3. Discuss about the MARS model of Individual Behaviour.
4. Explain the operant conditioning theory of learning.
5. Explain the term Group cohesiveness.
6. Explain the leadership styles depicted in the Blake and Mouton's Managerial Grid.
7. Explain 'Johari window'.
8. Why are group formed in Organisations?

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