

BBA-301

Organizational Behaviour

Bachelor of Business Administration

(BBA-10/12/16/17BBAH-11)

3rd Semester, Examination, 2019

Time : 3 Hrs.

Maximum Marks : 80

Note : This paper is of Eighty (80) marks divided into 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 any two (02) questions only. (2x19=38)

1. Explain the various stages of group formation with examples.
2. Explain in detail the types of groups in organizations and the various group decision making techniques.
3. Compare and contrast Maslow's need hierarchy theory with Herzberg's two factor theory of motivation.

4. Explain the factors influencing perception and the relevance of impression management in an organization.

Section – B

(Short- answer- type questions)

Note : Section 'B' contains eight (08) short answer type questions of Eight (08) marks each. Learners are required to answer any four (04) questions only. (4 x 8 =32)

1. "The study of organisational behaviour is essential for all managers" Justify.
2. Define Learning process.
3. Describe lewin's three step model for organisational change.
4. Discuss the supportive model of organisational behaviour.
5. Discuss the techniques used to measure the job satisfaction.
6. Differentiate between formal and informal groups in organisation.
7. How does the study of personality help in understanding organisational behaviour?
8. What is meant by reinforcement?

Section –C

(Objective Type Questions)

Note : Section 'C' contains ten (10) objective type questions of one (01) mark each. All questions of this section are compulsory. (10 x 1 = 10)

Write the True or False against the following :

1. The valence of a reward is its relevance to the employee.
2. Conflict may motivate people to appreciate each other's positions more fully.
3. Value system influences a manager's decision making process.
4. Vroom developed expectancy theory of motivation.
5. Sensitivity training is also known as F test training.
6. The result of group is always greater than sum of individual result is known as synergy.
7. "Personality" of an individual is developed through phallic, oral & genital stages.
8. Group managed team are also known as self directed work group.

9. Custodial model of organisational behaviour depends upon money.
10. "Classical conditioning" theory of learning was developed by Flipp.
