

Roll No.

BBA-205(N)

B. B. A. (Second Semester) EXAMINATION, 2016

(New Course)

Paper Fifth

ORGANIZATIONAL BEHAVIOUR

Time : Three Hours] [Maximum Marks : 70

Note : Question No. 1 is compulsory. Attempt any *two* questions from Section B and Section C each.

Inst. : The candidates are required to answer only in serial order. If there are many parts of a question, answer them in continuation.

Section—A

3 each

(Short Answer Type Questions)

1. (A) Meaning of 'organisation'.
- (B) Importance of studying OB.
- (C) Self serving bias.
- (D) Figure-ground principle.
- (E) Grapevine.
- (F) Determinants of personality.
- (G) Interactionist view on conflict.

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- (H) Groupthink.
- (I) Complementary transactions in TA.
- (J) Lewin's model of change.

Section—B

10 each

(Long Answer Type Questions)

- 2. Why is OB called a multidisciplinary field of study ?
How can its study help in meeting the future challenges ?
- 3. What is the difference between perception and sensation ? Discuss the importance of studying perception.
- 4. Explain the concept of learning and briefly explain the various theories of learning.
- 5. Discuss essential features of four behavioural models that are used by managers of different organisations to manage employee behaviour.

Section—C

10 each

(Long Answer Type Questions)

- 6. Differentiate between formal and informal groups.
'Groups generally pass through a standardised sequence of their evolution'. Explain.
- 7. Do you agree with the view that conflict is dysfunctional ? Discuss various stages in the development of conflict in an organisation.
- 8. What is managerial grid ? Explain its components and utility.
- 9. Define organisational development and discuss some important OD interventions.

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