

MAY 2013

Roll No.

Total No. of Pages : 02

Total No. of Questions : 07

BBA (2007 to 2011 Batch) (Sem.-1st)

ORGANIZATION BEHAVIOUR

Subject Code : BB-104

Paper ID : [C0204]

Time : 3 Hrs.

Max. Marks : 60

INSTRUCTION TO CANDIDATES :

1. SECTION-A is COMPULSORY consisting of TEN questions carrying TWO marks each.
2. SECTION-B contains SIX questions carrying TEN marks each and students has to attempt any FOUR questions.

SECTION-A

I. Write short notes on :

- (a) Individual differences
- (b) Stereotyping
- (c) Cognitive learning
- (d) Self Concept
- (e) Safety and Security needs
- (f) Group Norms
- (g) What is leadership ?
- (h) Complementary Transactions.
- (i) Role Conflict.
- (j) Stress Management

SECTION-B

2. What is the meaning of organizational behaviour ? Discuss its relevance in the contemporary business environment.
3. Explain the concept of learning and examine the various theories of learning.
4. How does selectivity affect perception ? Also explain the factors influencing perception.
5. Explain Herzberg's two factor theory and differentiate it from Maslow's theory of need hierarchy.
6. Discuss the various styles of leadership. Is there one best style of leadership ? Explain.
7. What are the different ego states ? Also explain non-complementary transaction between supervisor and a worker.

