

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 :**

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

**SECTION-A****I. Write short notes on :**

- Individual differences
- Stereotyping
- Cognitive learning
- Self Concept
- Safety and Security needs
- Group Norms
- What is leadership ?
- Complementary Transactions.
- Role Conflict.
- Stress Management.

**SECTION-B**

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

