

# END TERM EXAMINATION

THIRD SEMESTER [BBA] DEC. 2014 – JAN. 2015

<b>Paper Code: BBA-201</b>	<b>Subject: Organizational Behaviour</b>
<b>BBA(B&amp;I)-201</b>	
<b>BBA(TTM)-201</b>	
<b>BBA(MOM)-201</b>	

**Time: 3 Hours**

**Maximum Marks: 75**

**Note: Attempt any five questions including Q no.1 which is compulsory.**

- Q1 Write short notes on **any three** of the following:- **(5x3=15)**
- (a) Ego States
  - (b) Group Think and Group Shift
  - (c) Employee Empowerment.
  - (d) ABC model of Attitude
  - (e) Reinforcement Schedules.
- Q2 Discuss in details the various models of OB. What are the challenges faced by managers today in organizations while dealing with employees? **(15)**
- Q3 Discuss briefly the Attribution theory of perception? What types of perceptual errors are made? Explain with examples from organization. **(15)**
- Q4 Differentiate between Group and Team? How can an effective team be built and managed? **(15)**
- Q5 What are the manifestations of culture of an organization? How socialization process helps in adapting to the culture of an organization? **(15)**
- Q6 Explain the models of change with examples. **(15)**
- Q7 What are the sources and types of conflict? How can they be resolved through conflict resolution techniques? **(15)**

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