

(Please write your Exam Roll No.)

Exam Roll No.

END TERM EXAMINATION

THIRD SEMESTER [BBA] NOVEMBER-DECEMBER 2017

Paper Code: BBA 201

Subject: Organizational behaviour

BBA(TTM) 201

BBA(B&I) 201

BBA(MOM) 201

Time : 3 Hours

Maximum Marks : 75

Note: Attempt any five questions.

- Q1. Define Organizational Behavior and explain the need of understanding human behavior in organization. (15)
- Q2. Discuss autocratic, custodial, supportive and collegial models of OB. What are the situations under which they can be effective? (15)
- Q3. Explain the factors affecting the perception of an individual. What are the common perceptual errors that can affect decision making by the managers? (15)
- Q4. Write short notes on: (2x7.5=15)
a) Johari Window
b) Reinforcement Schedules
- Q5. Elucidate the various types of groups? What are the strength and weaknesses of group decision making? (15)
- Q6. "All conflicts are bad". Comment. Discuss the various stages of the conflict process? (15)
- Q7. Describe the various stages of socialization process. What is the effect of Organizational Culture on turnover, absenteeism and productivity? (15)
- Q8. Differentiate between: (3x5=15)
a) Group & Team
b) Value & Attitude
c) Internal & External Change Agents
