

**NC-103**

November-2023

B.B.A., Sem.-V

**CC-303 : Organisational Behaviour-I**

Time : 2½ Hours]

[Max. Marks : 70

1. (A) Discuss the objectives of Organisational Behaviour. 7
1. (B) Write a note on autocratic model of Organisational Behaviour. 7
- OR**
1. (A) Discuss contributing disciplines to the field of Organisational Behaviour. 7
1. (B) What are the forces/factors affecting the nature of modern organizations? 7
2. (A) Discuss age and gender as biographical characteristics affecting Organisational Behaviour. 7
2. (B) Write notes on : 7
- (i) Job involvement and
- (ii) Organisational commitment
- OR**
2. (A) Discuss major personality attributes influencing Organisational Behaviour. 7
2. (B) Explain positive reinforcement and punishment as tools for shaping human behaviour. 7
3. (A) Discuss the 5 stage model of group development. 7
3. (B) Write notes on : 7
- (i) Role Identity
- (ii) Role perception
- OR**
3. (A) Discuss nominal group technique of decision-making. 7
3. (B) Write notes on : 7
- (i) Cross-functional teams
- (ii) Self-managed teams
4. (A) Discuss various types of resistance to change. 7
4. (B) What are the power tactics to be influential in an organization? 7
- OR**
4. (A) Write notes on : 7
- (i) Boundaryless organisations
- (ii) Virtual organisations
4. (B) Discuss the benefits of organisational development. 7

## 5. Do as directed : (Any seven out of twelve)

- (1) \_\_\_\_\_ model is the latest model of Organisational Behaviour.  
 (a) Autocratic (b) Supportive  
 (c) System (d) None of the above
- (2) \_\_\_\_\_ rewards are given to employees for their extended services and encourage them to retain in the organisation.  
 (a) Service (b) Basic (c) Real-pay (d) Gain-sharing
- (3) "Overemphasis on Organisational Behaviour practices may produce negative or undesirable results". This is \_\_\_\_\_.  
 (a) behavioural bias (b) law of diminishing returns  
 (c) manipulation of people (d) None of the above
- (4) \_\_\_\_\_ is the ability to retain and recall past experiences.  
 (a) Verbal comprehension (b) Memory  
 (c) Balance (d) Stamina
- (5) Withholding a positive consequence to shape human behaviour is \_\_\_\_\_.  
 (a) Punishment (b) Extinction  
 (c) Negative reinforcement (d) None of these
- (6) \_\_\_\_\_ is a set of favourable or unfavourable feelings of employees about their jobs.  
 (a) Job-satisfaction (b) Job-involvement  
 (c) Values (d) None of the above
- (7) \_\_\_\_\_ is an important source of status.  
 (a) Attitude (b) Qualification (c) Gender (d) None of the above
- (8) "Withholding criticism of others' idea" is a feature of \_\_\_\_\_.  
 (a) Brain-storming (b) Role  
 (c) Nominal technique (d) None of the above
- (9) \_\_\_\_\_ teams are independent in performing their operations and evaluation.  
 (a) Self-Managed (b) Virtual  
 (c) Nominal (d) None of the above
- (10) \_\_\_\_\_ organisation structure does not necessarily follow the principle of unity of command.  
 (a) Virtual (b) Boundaryless  
 (c) Cross-functional (d) Matrix
- (11) \_\_\_\_\_ power is based on leader's expertise, knowledge and skills.  
 (a) Referrant (b) Coercive (c) Reward (d) Expert
- (12) Unfreeze, \_\_\_\_\_, Refreeze are stages of process of change.  
 (a) Neutral (b) Change  
 (c) Attitude (d) None of the above