

Roll No.

57515

BBA 2nd Semester (N. S.) 2014-17

Examination – May, 2019

ORGANIZATIONAL BEHAVIOUR

Paper : BBAN-205

Time : Three Hours]

[Maximum Marks : 80

Before answering the questions, candidates should ensure that they have been supplied the correct and complete question paper. No complaint in this regard, will be entertained after examination.

Note : The question paper have *two* sections. **Section 'A'** Comprises eight short answer types questions from whole of the syllabus carrying *two* marks each, which is *compulsory*. **Section 'B'** Comprises 8 Questions (2 questions from each unit). The examinees are expected to attempt *four* questions selecting *one* question from each Unit. All questions carry equal marks.

SECTION – A

1. Explain the following terms :

8 × 2 = 16

(a) Learning

(b) Motivation

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- (c) Organizational Change
- (d) Values
- (e) Personality
- (f) Organizational structure
- (g) Scope of OB
- (h) Emotional intelligence

SECTION – B

UNIT – I

- 2. Explain historical development of organizational behaviour in detail. 16
- 3. What is organization behaviour ? Discuss the challenges and opportunities for OB. 16

UNIT – II

- 4. What is perception ? Explain the factor influencing perception. 16
- 5. Explain the need and importance of motivation in organization. 16

UNIT – III

- 6. What is group dynamics ? Why is it important for understanding organizational behaviour ? 16

- 7. What is organizational conflict ? How these can be resolved. 16

UNIT – IV

- 8. Explain the concept and significance of organizational culture. How does it affect different aspects of organizational functioning. 16
- 9. Explain work stress, its sources and consequences with examples. Also comment on the various stress management techniques. 16