

**BBA-14**

December - Examination 2018

**BBA Pt. III Examination****Organizational Behaviour****Paper - BBA-14****Time : 3 Hours ]****[ Max. Marks :- 80**

**Note:** The question paper is divided into three sections A, B and C. Write answers as per the given instructions.

**Section - A****8 × 2 = 16**

(Very Short Answer Questions)

**Note:** Answer **all** questions. As per the nature of the question delimit your answer in one word, one sentence or maximum up to 30 words. Each question carries 2 marks.

- 1) (i) What do you mean by ethical behaviour?
- (ii) What is Individual behaviour?
- (iii) Write any two aspects of perception.
- (iv) Define learning.
- (v) What do you mean by Locus of Control?
- (vi) What do you mean by mentoring?
- (vii) What do you mean by Attitude?
- (viii) Write any two characteristics of power.

**Section - B****4 × 8 = 32**

(Short Answer Questions)

**Note:** Answer **any four** questions. Each answer should not exceed 200 words. Each question carries 8 marks.

- 2) Explain the various factors influencing Individual Behaviour.
- 3) Explain the various principles of learning.
- 4) Explain the various steps in behaviour modification.
- 5) Explain the various reasons for group formation, and also explain the five stage model of group development.
- 6) Differentiate between a team and a group.
- 7) What do you mean by job satisfaction? How a manager measures job satisfaction of employees.
- 8) Explain the various reasons of organizational politics.
- 9) What do you mean by Negotiation? Explain negotiation process.

**Section - C****2 × 16 = 32**

(Long Answer Questions)

**Note:** Answer **any two** questions. You have to delimit your each answer maximum up to 500 words. Each question carries 16 marks.

- 10) Explain the various factors influencing perception. Also discuss the importance of perception.
  - 11) Explain the concept of personality. How does it determine the behaviour of an individual?
  - 12) What is the concept of values? Describe the importance of values to managers.
  - 13) What are the various types of conflict? How could a manager discourage conflict in his or her department?
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