

BBA-14

December - Examination 2019

BBA Pt. III Examination**Organizational Behaviour****Paper - BBA-14****Time : 3 Hours]****[Max. Marks :- 70**

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

Section - A**7 × 2 = 14****(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 upto 30 words. Each question carries 2 marks.

- 1) i. What do you mean by perception?
- ii. Define learning.
- iii. What is behaviour modification?
- iv. What is Group Cohesiveness?
- v. What do you mean by a Team?
- vi. What is the concept of values?
- vii. Define Politics.

Section - B**4 × 7 = 28****(Short Answer Questions)**

Note: Answer **any four** questions. Each answer should not exceed 200 words. Each question carries 7 marks.

2. How the perception is associated with the individual decision making?
3. Differentiate the difference between positive reinforcement and negative reinforcement.
4. What are the various personality theories? Explain any two.
5. What are various leadership styles? Describe any two.
6. Describe the difference between terminal values and instrumental values.
7. Define the term attitude. What are the different components of Attitude?
8. How can managers enhance the level of job satisfaction of their workers? Explain.
9. What is Negotiation? Explain Features of Negotiation.

Section - C**2 × 14 = 28****(Long Answer Questions)**

Note: Answer **any two** questions. You have to delimit your each answer maximum upto 500 words. Each question carries 14 marks.

10. Define organizational behavior. What are various factors that are considered to regulate individual behavior?
11. "Most people believe that biological factors are important in determining the personality of a person" Comment on this statement
12. What do you understand by 'empowerment'? Why is it considered imperative in today's organizations?
13. What are the various types of conflict? How could a manager discourage conflict in his or her department?