

BBA-14
December – Examination 2021
BBA (Part III) Examination
ORGANIZATIONAL BEHAVIOUR
Paper : BBA-14

Time : 1½ Hours]

[Maximum Marks : 70

Note :- The question paper is divided into two Sections A and B. Write answers as per the given instructions.

Section-A

4×3½=14

(Very Short Answer Type Questions)

Note :- Answer any *four* 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 3½ marks.

1. (i) What is Individual Decision-making ?
- (ii) What do you mean by Perception ?
- (iii) What is Positive Reinforcement ?

- (iv) What is Leadership ?
- (v) Explain the concept of Groupthink.
- (vi) Define the term attitude.
- (vii) Write any *two* consequences of power.
- (viii) Write any *two* consequences of stress.

Section-B **4×14=56**

(Short Answer Type Questions)

Note :- Answer any *four* questions. Answer should not exceed **200** words. Each question carries 14 marks.

2. Define Organizational Behaviour. What are various factors that are considered to regulate individual behaviour ?
3. Define Learning. Mention the principles of learning.
4. What is the role of reinforcement in behaviour modification ? Explain.
5. Elaborate about the major five personality traits showcased by effective managers.
6. Explain different types of groups and also discuss the five stages of group development.

7. What is the concept of values ? What are the factors which determine value formation ?
8. Define Job Satisfaction. How can managers enhance the level of job satisfaction of their workers ?
9. What are the various types of conflict ? How could a manager discourage conflict in his or her department ?