

11. Define job Satisfaction. Why is it important ?
Explain.
12. What do you mean by Conflict Management ?
What are the various types of conflict ? Explain.
13. Define leadership as a process of influence. What
are the various components of leadership ?
Explain.

BBA-14

December – Examination 2023
BBA (Part III) Examination
ORGANIZATIONAL BEHAVIOUR
Paper : BBA-14

Time : 3 Hours]

[Maximum Marks : 70

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

Section-A

7×2=14

(Very Short Answer Type 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 Organizational
Behaviour ?

- (ii) Explain any *two* types of Reinforcement ?
- (iii) Write the name of any *two* Leadership styles.
- (iv) Explain the concept of Group Discussion.
- (v) Define the term Personality.
- (vi) What do you mean by Hierarchy ?
- (vii) What is Stress Management ?

Section-B **4×7=28**

(Short Answer Type Questions)

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

- 2. Define learning. Also explain the learning process in organizations.
- 3. “For the most part, individual decision making in organizations is an irrational process.” Do you agree or disagree ? Discuss.
- 4. What is the role of reinforcement in behavior modification ? Explain.

- 5. What is the concept of values ? What are the factors which determine value formation ?
- 6. Explain different types of groups and also discuss the five stages of group development.
- 7. Explain various personality traits for effective management.
- 8. As a manager, what basic group concepts do you need to consider in forming effective teams ?
- 9. What are the various sources and types of attitude ?

Section-C **2×14=28**

(Long Answer Type Questions)

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

- 10. Define organizational behavior. What are various factors that impacts OB ? Explain.