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BBA-14

June – Examination 2020

B.B.A. (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 upto **30** words. Each question carries 2 marks.

1. (i) What is Organizational Behaviour ?
- (ii) Write any *two* theories of learning.

- (iii) Differentiate between a team and a group.
- (iv) What do you mean by power and politics ?
- (v) What do you mean by Refreezing the change ?
- (vi) What do you mean by Locus of Control ?
- (vii) What do you mean by Job Satisfaction ?

Section-B **4×7=28**

(Short Answer Type Questions)

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

2. Explain the various factors influencing individual behaviour.
3. Differentiate between a team and a group.
4. What are the four basic approaches of organizational behaviour ?
5. Explain the factors affecting the perception.
6. Discuss the different types of teams in detail.
7. Discuss the major five personality traits of an effective manager.

8. What are the skills required to be a successful negotiator ?
9. What is Negotiation ? Explain negotiation process.

Section-C **2×14=28**

(Long Answer Type Questions)

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

10. Critically examine the necessity of studying the personality of employees by Managers in work organisation. How does the personality work ?
11. What is the concept of values ? Describe the importance of values to managers ?
12. What are the components in the process of conflict ? Elucidate with example all the five stages of conflict.
13. Define leadership as a process of influence. What are the various components of leadership ?