

**BBA-14**  
June - 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 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 upto 30 words. Each question carries 2 marks.

- 1) (i) What do you mean by individual behaviour?
- (ii) State two aspects of perception.
- (iii) State two learning theories.
- (iv) What is conflict management?
- (v) What do you mean by Refreezing the change?
- (vi) State any two leadership styles.
- (vii) Write two reasons of organization wide stress.
- (viii) What is group cohesiveness?

**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) What is organizational culture? Explain various cultural dimensions.
- 3) What are the various sources and types of attitude?
- 4) Explain any two theories of motivation.
- 5) Discuss various factors responsible for organizational change.
- 6) "Reinforcement increases the application of learning". Explain.
- 7) What factors influence the individual behaviour? Explain.
- 8) What are the skills required for a successful negotiator?
- 9) Explain the advantages and disadvantages of group decision making process.

**Section - C****2 × 16 = 32**

(Long Answer Questions)

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

- 10) Define personality. Write various personality determinants. Can a personality be changed? How?
  - 11) What is job satisfaction? Explain the various factors affecting job satisfaction.
  - 12) Explain the reasons of conflict in organizations. How could a HR manager & Operations manager discourage conflict?
  - 13) What do you mean by organisational behaviour? Discuss the significance of it in present era.
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