

(20614)

Roll No.

BBA-II Sem.

18047

B. B. A. Examination, June 2014

Organisation Behaviour

(BBA-201)

(New)

Time : Three Hours

[Maximum Marks : 75

Note : Attempt questions all Sections as per instructions.

Section-A

(Very Short Answer Questions)

Attempt all *Five* questions. Each question carries 3 marks. Very short answer is required not exceeding 75 words. 3×5=15

1. Define communication.
2. What is delegation of authority?
3. What is a self-managed team?

(2)

4. Explain the types of intra personal conflict.
5. Explain the functions of a leader.

Section-B

(Short Answer Questions)

Attempt any *two* questions out of the following three questions. Each question carries 7½ marks. Short answer is required not exceeding 200 words. $7\frac{1}{2} \times 2 = 15$

6. Discuss autocratic v/s participative leadership.
7. Write an explanatory note on grapevine communication.
8. What are the stages in the life-cycle of a team?

Section-C

(Detailed Answer Questions)

Attempt any *three* questions out of the following five questions. Each question carries 15 marks. Answer is required in detail. 15×3=45

9. Discuss the functional and dysfunctional aspects of conflicts in organizations.

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10. What factors determine 'span of control' and hence levels of management ?
11. What is change management ? Why do people resist change ?
12. Compare and contrast Mc-Gregor's theory 'X' and theory 'Y'.
13. How can the study of organization behaviour help meet management challenges in future ?

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