V **(Printed Pages 4)**

(20516) **Roll No. ....**

BBA-II Sem.

NP-3043

B.B.A. Examination, May-2016

Organisational Behaviour

(BBA-201)

(Old Course)

[Time : Three Hours] *[Maximum Marks : 75*

Note : Attempt questions from **All** Sections as per instructions.

Section-A

(Very Short Answer Questions)

Note : Attempt all the **five** questions. Each question carries 3 marks. Very short answer is required not exceeding 75 words.

3×5=15

P.T.O.

1. Discuss the importance of organisation?

2. What are the characteristics of leadership?

3. Write note on Maslow's need theory.

4. What are the principles of Communication?

5. Explain the term monotony.

Section-B

(Short Answer Questions)

Note : Attempt any **two** questions out of the following **three** questions. Each question carries **7½** marks. Short answer is required not exceeding **200** words.

7½×2=15

6. Explain the organisational development process.

7. Explain the term Monotony in detail. Give major factors responsible for Monotony. How can we estimate Monotony.

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8. Critically examine different styles of leadership.

Section-C

(Detailed Answer Questions)

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

9. Define communication as a process. What are its various elements? How is feedback important in managing Organisational Behaviour?

10. What do you meant by leadership style? Compare the different styles of leadership.

11. What is group dynamics? State its impact on organisation, effectiveness and performance.

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12. Discuss the meaning of industrial fatigue. What are the various methods of eliminating fatigue at workplace?

13. What are the approaches to conflict management? Which of these do you think is the most effective of managing conflict?

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