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(20517)

Roll No.

BBA-II Sem.

18047

B. B. A. Examination, May 2017

ORGANISATION BEHAVIOUR

(BBA-201)

(New)

Time : Three Hours] [Maximum Marks : 75

Note : Attempt questions from all Sections as per instructions.

Section-A

(Very Short Answer Questions)

Attempt all the five questions of this Section.

Each question carries 3 marks. Very short answer is required not exceeding 75 words. 3x5=15

1. What is organizational behaviour?

(2)

- 2. What is importance of motivation in an organization?
- 3. Explain autocratic leadership.
- 4. What are the merits of grapevine?
- 5. What is group dynamics?

Section-B

(Short Answer Questions)

This Section contains three questions, attempt any two questions. Each question carries 7½ marks. Short answer is required not exceeding 200 words. 7½x2=15

- 6. Explain the types of intra-personal conflict.
- 7. What are the features of a quality circle?
- 8. Briefly describe the features of theory 'Y'.

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Section-C

(Detailed Answer Questions)

This Section contains five questions, attempt any *three* questions. Each question carries 15 marks.

Answer is required in detail. $15 \times 3 = 45$

9. Define organizational behaviour along with its importance in any organization.
10. Explain the working of any three prominent techniques of decision-making.
11. Explain the challenges organization behaviour in the context of present day environment.
12. How is 'John' window model useful in analyzing the causes for interpersonal conflict.

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13. Explain the concept of group norms. What are the problems created by group norms for the organization?

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