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## BBA-201

### B. B. A. (SECOND SEMESTER) END SEMESTER EXAMINATION, July/Aug., 2022

ORGANIZATIONAL BEHAVIOUR

Time : Three Hours

Maximum Marks : 100

- Note : (i) All questions are compulsory.  
(ii) Answer any *two* sub-questions among (a), (b) and (c) in each main question.  
(iii) Total marks in each main question are twenty.  
(iv) Each sub-question carries 10 marks.
1. (a) Define Organizational behavior. Explain its nature and models. (CO1)  
(b) "Modern organizations are focusing more on emotional intelligence of the employees for overcoming the pressure of competition." Describe. (CO1)

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- (c) State the contributing disciplines to organizational behaviour. (CO1)
2. (a) Explain the process of perception in detail with the help of a diagram. (CO2)
- (b) Illustrate the theories of learning in detail. (CO2)
- (c) Sketch the types of personalities which helps in understanding organizational behaviour? (CO2)
3. (a) Classify the group decision making techniques. (CO3)
- (b) Explain various styles of leadership and discuss which could be the best suitable style among them. Give reasons. (CO3)
- (c) Analyze the conflict resolution process and methods. (CO3)
4. (a) Explain the types of organizational structures and justify which could be the best suitable structure for an organization. (CO4)

(3)

- (b) What is the importance of Span of Control? What factors influence the span of control in a particular organisation? (CO4)
- (c) Write a critical note on strategy and structure of organization with reference to Organizational design. (CO4)
5. (a) Write a short note on organization culture and also the determinants of culture. (CO5)
- (b) Are all managers change agent? Discuss. (CO5)
- (c) "Change is highly important to the success of an organization but many people have the tendency overtly or covertly to resist it." Elaborate this statement. (CO5)

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