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Roll No.

BBA-201

B. B. A. (SECOND SEMESTER)

END SEMESTER

EXAMINATION, June, 2023

ORGANISATIONAL 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. Classify its evolution. (CO1)
- (b) List the contributing disciplines to organizational behavior. (CO1)
- (c) Outline the models of organizational behavior with suitable examples. (CO1)

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(2)

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2. (a) Identify the various theories of personality. Which of them is convincing to you and why? (CO2)
- (b) Sketch the difference between Maslow's need hierarchy theory and Herzberg's two-factor theory of motivation. (CO2)
- (c) Construct any *two* theories of learning and their implications for organizations. (CO2)
3. (a) Classify the types of teams with diagrams. Also state the factors which make team effective. (CO3)
- (b) Dissect the salient principles of conflict resolution. Discuss conflict resolution techniques in resolving workplace conflict. (CO3)
- (c) Inspect any *two* theories of leadership of your choice and state their importance. (CO3)
4. (a) Determine the different types of organizational structures with its advantages and disadvantages. (CO4)

(3)

- (b) Justify a critical note on strategy and structure of organization with reference to organization design. (CO4)
- (c) Mark the importance of Span of Control. Assess the factors that influence the span of control in a particular organization. (CO4)
5. (a) Discuss the term Organizational Culture and its elements. Plan how organizational culture can be created and sustained. (CO5)
- (b) "Change is highly important to the success of an organization." Formulate the change process in an organization. (CO5)
- (c) Are all managers change agent? Elaborate with suitable examples. (CO5)

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1,300