

(i) Printed Pages : 2

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(ii) Questions : 9

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Exam. Code : 

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**Bachelor of Business Administration 1<sup>st</sup> Semester**  
**(2122)**

**ORGANIZATION BEHAVIOUR**

**Paper : BBAS-102**

**Time Allowed : Three Hours]**

**[Maximum Marks : 80**

**Note :—** Attempt any **four** questions from Section-A and **two** questions each from Section-B and Section-C.

**SECTION—A**

1. (a) What is emotional intelligence ?
- (b) Discuss the various stages in conflict.
- (c) Explain the various types of emotions.
- (d) What are the psychological factors which affect interpersonal behaviour ?
- (e) Write short note on organizational commitment.
- (f) How does motivation affect behaviour ? 4×5=20

**SECTION—B**

2. What are the various determinants of individual behaviour ?  
Discuss the general implications of models of individual behaviour.



3. Discuss the relationship between Information Technology and Organizational behaviour in detail.
4. Explain the perceptual process in detail. How can the perception be improved ?
5. Describe the various theories of attitude formation and change.

15×2=30

### SECTION—C

6. Explain in detail the Maslow's theory of motivation. How does it significantly differ from Herzberg's theory of motivation ?
7. Discuss the reasons of various types of conflicts in an organization. Suggest measures to resolve them.
8. Explain in detail the organizational strategies in coping with employee's stress.
9. What are the various types of organizational changes ? How can the resistance to change be overcome ?

15×2=30