

2031

Bachelor of Business Administration

First Semester

BBAS-102: Organization Behaviour

Time allowed: 3 Hours

Max. Marks: 80

NOTE: Attempt four short answer type questions from Section–A. Attempt two questions each from Section B and C respectively.

x-x-x

Section – AI. Attempt any four of the following:-

- a) What are the psychological factors which affect individual behaviour?
- b) Write note on organisational Commitment.
- c) Discuss the various stages in conflict.
- d) Explain the various team norms?
- e) What is emotional intelligence?
- f) How does motivation affect behaviour?

(4x5)

Section – B

- II. What are the various determinants of organisational behaviour? Discuss the general implications of models of organisational behaviour. (15)
- III. What are the most common perceptual errors? How they be rectified? (15)
- IV. Describe the various theories of attitude formation and change. (15)
- V. Write short notes on:-
 - a) Self esteem,
 - b) Principle of perceptual grouping
 - c) Halo effect

(3x5)

Section – C

- VI. Explain in detail the Maslow's theory of motivation. How does it significantly differ from ERG theory of motivation? (15)
- VII. Discuss the reasons of various types of conflicts in an organisation. Suggest measures to resolve them. (15)

P.T.O.

(2)

- VIII. "Coping strategies for job stress exist at both the individual and the organisational levels." Summarize and evaluate these strategies for preventing or effectively managing stress. (15)
- IX. What are the various types of organisational changes? Under what circumstances would each change be desirable? (15)

x-x-x