

(Please write your Exam Roll No.)

Exam Roll No.

END TERM EXAMINATION

THIRD SEMESTER [BBA] NOVEMBER-DECEMBER- 2019

Paper Code: BBA-201

Subject: Organizational Behaviour

BBA (B&I)-201

(Upto-2016 Batch)

Time: 3 Hours

Maximum Marks: 75

Note: Attempt any five questions. All questions carry equal marks.

- Q1 What do you understand by Organisational Behaviour? Discuss the different OB models that are used to explain the concept of Organisational Behaviour.
- Q2 Why there is a need to understand the Human Behaviour at work? What is the relationship between Attitude and Behaviour? Discuss different theories of Attitude formation. Explain them in brief with example.
- Q3 Why is it important to study Interpersonal Behaviour? Discuss the use of Johari Window and Transactional Analysis in studying Interpersonal Behaviour. Explain these techniques with examples.
- Q4 How individual Learning takes place? Discuss the different learning theories that explain the learning process followed by individuals. Explain these theories in brief.
- Q5 What are Groups? Explain the different types of Groups with examples. How Group formation takes place? Discuss the stages involved.
- Q6 How Team is different from groups? What are the different types of Teams and how they are build in organizations? What approaches are used for managing the Teams effectively? Discuss with examples.
- Q7 Write short notes on:-
(a) Different types of Organizational Culture
(b) Approaches used for Managing Change
- Q8 What are Conflicts? What are its different types? Explain the process involved in resolution of Conflicts. Give examples to illustrate your answer.

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THIRD SEMESTER [BBA] NOVEMBER-DECEMBER 2017

Paper Code: BBA 201

Subject: Organizational behaviour

BBA(TTM) 201

BBA(B&I) 201

BBA(MOM) 201

Time : 3 Hours

Maximum Marks : 75

Note: Attempt any five questions.

- Q1. Define Organizational Behavior and explain the need of understanding human behavior in organization. (15)
- Q2. Discuss autocratic, custodial, supportive and collegial models of OB. What are the situations under which they can be effective? (15)
- Q3. Explain the factors affecting the perception of an individual. What are the common perceptual errors that can affect decision making by the managers? (15)
- Q4. Write short notes on: (2x7.5=15)
a) Johari Window
b) Reinforcement Schedules
- Q5. Elucidate the various types of groups? What are the strength and weaknesses of group decision making? (15)
- Q6. "All conflicts are bad". Comment. Discuss the various stages of the conflict process? (15)
- Q7. Describe the various stages of socialization process. What is the effect of Organizational Culture on turnover, absenteeism and productivity? (15)
- Q8. Differentiate between: (3x5=15)
a) Group & Team
b) Value & Attitude
c) Internal & External Change Agents

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THIRD SEMESTER [BBA] DECEMBER-2015

Paper Code: [BBA/TTM/B&I/MOM] 201

Subject: Organizational Behaviour

Time : 3 Hours

Maximum Marks :75

Note: Attempt any five questions.

- Q1. How individual behavior is different from group behavior? Which factors characterize the individual behavior? (15)
- Q2. Explain the concept of Johari Window in details with suitable examples. (15)
- Q3. Explain the contribution of other disciplines to the understanding of organizational behavior. What challenges are faced by managers in managing organizational behavior today? (15)
- Q4. Explain the attribution theory of perception. What are the perceptual errors made by individuals? (15)
- Q5. Differentiate between group and team. What role do group norms and group cohesiveness play in sustaining the groups? (15)
- Q6. Explain Hofstade's theory of understanding and managing across cultures with suitable examples. (15)
- Q7. What are conflicts? Explain its types, process and resolution techniques briefly. (15)

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END TERM EXAMINATION

THIRD SEMESTER [BBA] DEC. 2014 – JAN. 2015

Paper Code: BBA-201

Subject: Organizational Behaviour

BBA(B&I)-201

BBA(TTM)-201

BBA(MOM)-201

Time: 3 Hours

Maximum Marks: 75

Note: Attempt any five questions including Q no.1 which is compulsory.

- Q1 Write short notes on **any three** of the following:- (5x3=15)
- (a) Ego States
 - (b) Group Think and Group Shift
 - (c) Employee Empowerment.
 - (d) ABC model of Attitude
 - (e) Reinforcement Schedules.
- Q2 Discuss in details the various models of OB. What are the challenges faced by managers today in organizations while dealing with employees? (15)
- Q3 Discuss briefly the Attribution theory of perception? What types of perceptual errors are made? Explain with examples from organization. (15)
- Q4 Differentiate between Group and Team? How can an effective team be built and managed? (15)
- Q5 What are the manifestations of culture of an organization? How socialization process helps in adapting to the culture of an organization? (15)
- Q6 Explain the models of change with examples. (15)
- Q7 What are the sources and types of conflict? How can they be resolved through conflict resolution techniques? (15)

END TERM EXAMINATION

THIRD SEMESTER [BBA] DECEMBER-2012

Paper Code: BBA201

Subject: Organizational Behaviour

BBA(B&I)201

BBA(TTM)201

BBA(MOM)201

Time : 3 Hours

Maximum Marks :75

Note: Attempt any five questions. All questions carry 15 marks each.

- Q1 (a) Discuss the interdisciplinary nature of Organizational Behaviour.
(b) What are the challenges and opportunities to the Manager of today in understanding the human behavior?
- Q2 Define Organisational Behaviour and discuss the characteristics of this field study.
- Q3 (a) Discuss the Big Five Personality Traits.
(b) What are the factors influencing the Personality?
- Q4 Explain the term Transactional Analysis in detail. How can it be useful tool for the managers of today?
- Q5 How attitudes are framed? Explain the various types of attitudes related theories.
- Q6 (a) Discuss the various types of groups existing in an organization.
(b) Explain the process of group development.
- Q7 (a) Discuss the various theories of Group Formation.
(b) What are various tools of Group Decision Making?
- Q8 Differentiate between groups and teams. How can we build and manage effective teams for organizational excellence?
- Q9 (a) Define Organisational Culture and what are its components?
(b) Discuss the ways of spreading the Organisational Culture.
- Q10 Write short notes on the following:-
(a) Force-Field Analysis of change
(b) Types of conflict and ways of resolving the conflicts.
(c) Group Think, Group Cohesiveness, Group Shift and Group Norms.

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END TERM EXAMINATION

THIRD SEMESTER [BBA/BBA(B&I)/BBA(TTM)/(MOM)] DECEMBER-2011

Paper Code: BBA(B&I)/(TTM)/(MOM)201

Subject: Organizational Behaviour

Time : 3 Hours

Maximum Marks :75

Note: Attempt five questions as per internal choice given.

Q1 Attempt **any three** of the following:- (5x3=15)

- (a) Johari Window
- (b) Group Think and Group Shift
- (c) Organisation Behaviour Models
- (d) Reinforcement Schedules
- (e) Socialization Process

Q2 What is nature and concept of organizational behaviour? What challenges does the managers face today in Organizational Behaviour?(15)

OR

How attitudes are framed? Explain theories related to attitudes. How organisation related attitudes contribute in understanding of organization behaviour, explain with suitable examples. (15)

Q3 What are the determinants of personality? Explain the Big Five model in details with reference to its applicability in understanding human behaviour in organizations. (15)

OR

Explain the concept of Transactional Analysis focussing on types of transactions and Life positions? How TA helps in managing interpersonal relationships in organisations? (15)

Q4 Explain the different determinants of Group Dynamics in details with examples of their applicability in organisations. (15)

OR

Differentiate between groups and teams. How can we build and manage effective teams for organizational excellence? (15)

Q5 How culture of an organization can be identified? Explain Hofstede model in detail with suitable examples of its application in managing across cultures. (15)

OR

What are the different types and sources of conflicts in the organization? Explain the techniques of conflict resolution in organizations. (15)

END TERM EXAMINATION

THIRD SEMESTER [BBA] DECEMBER-2010

Paper Code: BBA/ (TTM)/ B&I 201

Subject: Organizational Behaviour

Time: 3 Hours

Maximum Marks: 75

Note: Attempt any five questions including Q. 1 which is compulsory.

- Q.1 Do **any Five**:- (3x5=15)
(A) What is organizational behavior?
(B) Explain the conceptual frame-work for organizational behavior.
(C) What do you mean by committee organization?
(D) Define the overall meaning of personality.
(E) What is Zero Defections in Decision Making?
(F) Can you describe any TA games you have been involved in lately?
(G) Explain Team Building.
- Q.2 What are some of the major challenges facing today's and tomorrow's organizations? (15)
- Q.3 In your own words, briefly explain Maslow's theory of motivation. Relate it to work motivation and Alderfer's ERG model. (15)
- Q.4 What are the three ego states in Transaction Analysis? Give an example of each of the three major transactions. What are strokes in T.A? Give example of some you have received in the last day or two. (15)
- Q.5 Briefly summarize the four "Self's" in the Johari Window. What implications does each have for interpersonal conflict? (15)
- Q.6 The major difference between formal and informal group is that the formal group has officially prescribed goals and relationships, whereas the informal one does not. Explain this statement in detail. (15)
- Q.7 How do the traditional assumptions about organizational conflict differ from the modern assumptions? What implications do these new assumptions have for the management of organizational conflicts?(15)
- Q.8 What are some of the major factors that influence the managerial leadership process across cultures? (15)
