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Roll No. ....

**B-155**

**B. B. A. EXAMINATION, May 2017**

(Second Semester)

(Main & Re-appear)

(BBA)

BBA-110

ORGANIZATIONAL BEHAVIOUR

*Time : 3 Hours]*

*[Maximum Marks : 70*

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Before answering the question-paper candidates should ensure that they have been supplied to correct and complete question-paper. No complaint, in this regard, will be entertained after the examination.

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**Note :** Q. No. **1** is compulsory. Attempt *four* questions from the remaining selecting at least *one* question from each Unit. All questions carry equal marks.

1. Explain the following :

- (a) Hawthorne experiments 3½
- (b) Attitudes 3½
- (c) Sources of power 3½
- (d) Matrix organisation structure. 3½

### Unit I

2. “Organisational behaviour represents interactions among individuals, groups and the organisation.” Elucidate this statement. 14

3. Write short notes on the following :

- (a) Changing profiles of the workforce 7
- (b) Organisation behaviour processes. 7

### Unit II

4. Define personality. Critically examine the Freudian stages of personality development. 14

5. Explain the following :

- (a) Perceptual errors 7
- (b) Maslow’s need hierarchy theory of motivation. 7

### Unit III

6. What are the sources of conflict ? Suggest measures to resolve inter-group conflicts. 14

7. Write short notes on the following :

- (a) Group dynamics 7
- (b) Teams and teamwork. 7

### Unit IV

8. How does Lewin’s three step model of change deal with resistance to change ? 14

9. Explain the following :

- (a) Organisation culture 7
- (b) Elements of organisation structure. 7