

#### Unit IV

8. What do you mean by “Organizational Change” ?  
Why do people resist change in an organizational setting ? How can a manager better handle change in his organisation ?
9. Why do organisations need formal structure ?  
Describe the essential features of a good organisation structure.

No. of Printed Pages : 4

Roll No. ....

**B155**

**B.B.A. EXAMINATION, May 2019**

(Second Semester)

(Main & Re-appear)

BBA

BBA110

ORGANIZATION BEHAVIOR

*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 :** Question No. 1 compulsory. Attempt *one* question from each Unit. All questions carry equal marks.

1. Compulsory Question. Attempt any *seven*. All questions carry equal marks :

- (a) What is charismatic power ?
- (b) What is contingency approach ?
- (c) Define locus of control personality trait.
- (d) Define socialization of employees.
- (e) Define work specialization.
- (f) What is centralization and decentralization of decision making ?
- (g) What are mechanistic *Vs* organic cultures ?
- (h) What is groupthink ?

### Unit I

- 2. Trace the emergence of OB (Organizational Behaviour) as an important field of study.
- 3. “OB” (Organizational Behaviour) not a single distinguishable discipline rather it contains many disciplines in its basket.” Critically elucidate.

### Unit II

- 4. Explain the mechanism of perception. Discuss the perceptual errors which usually creep in while appraising the performance of employees. Also suggest measures to avoid such measures.
- 5. What is Motivation ? Discuss the application of motivation in understanding and improving organizational behaviour.

### Unit III

- 6. Explain the concept of organizational conflict. Discuss the causes and suggest measures of organizational conflict.
- 7. What are the general steps in the decision making process and how can the different types of organizational decisions be characterized ?