

Roll No.

57515

**BBA 2nd Semester (N.S.) 2014-17
Examination – April, 2018**

ORGANISATIONAL BEHAVIOUR

Paper : BBAN-205

Time : Three Hours]

[Maximum Marks : 80

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

Note : Section – A contains *eight* short answer type questions of *two* marks each. All the questions are *compulsory*. Section - B attempt *four* questions in all, selecting *one* question from each Unit. All questions carry equal marks.

SECTION – A

1. Write short notes on the following :

(a) Cultural Diversity

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P. T. O.

- (b) Hanging Profiles
- (c) Halo effect
- (d) Group dynamics
- (e) Distress
- (f) Learning Process
- (g) Work Stressors
- (h) Values

SECTION - B

UNIT - I

2. Explain the concept of Organizational Behaviour. What are its foundations?
3. Explain the challenges of organizational behaviour and what are the emerging trends in workforce of an organization.

UNIT - II

4. Discuss the meaning and implications of emotional intelligence. Explain in detail about emotional labour and intelligence.
5. Explain perception process. What are the various managerial implications of perception?

UNIT - III

6. What is a group? Why are they formed? Explain the various types of groups.
7. What is conflict? What are the various types of conflicts? Explain the process of organizational conflict.

UNIT - IV

8. Positive self-esteem is significant to overcome the stress. Explain.
9. What is organisational culture? Explain the role of culture in an organisation. What are the negative effects of culture?

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