

Roll No.

57515

BBA 2nd Semester (N. S.) 2014-17

Examination – May, 2019

ORGANIZATIONAL 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 : The question paper have *two* sections. Section 'A' Comprises eight short answer types questions from whole of the syllabus carrying *two* marks each, which is *compulsory*. Section 'B' Comprises 8 Questions (2 questions from each unit). The examinees are expected to attempt *four* questions selecting *one* question from each Unit. All questions carry equal marks.

SECTION – A

- 1. Explain the following terms : 8 × 2 = 16
 - (a) Learning
 - (b) Motivation

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. P. T. O.

- (c) Organizational Change
- (d) Values
- (e) Personality
- (f) Organizational structure
- (g) Scope of OB
- (h) Emotional intelligence

SECTION – B

UNIT – I

- 2. Explain historical development of organizational behaviour in detail. 16
- 3. What is organization behaviour ? Discuss the challenges and opportunities for OB. 16

UNIT – II

- 4. What is perception ? Explain the factor influencing perception. 16
- 5. Explain the need and importance of motivation in organization. 16

UNIT – III

- 6. What is group dynamics ? Why is it important for understanding organizational behaviour ? 16

57515-3,550-(P-3)(Q-9)(19) (2)

7. What is organizational conflict ? How these can be resolved. 16

UNIT - IV

8. Explain the concept and significance of organizational culture. How does it affect different aspects of organizational functioning. 16
9. Explain work stress, its sources and consequences with examples. Also comment on the various stress management techniques. 16

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