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(20517)

Roll No.

BBA-II Sem.

18047

B. B. A. Examination, May 2017

ORGANISATION BEHAVIOUR

(BBA-201)

(New)

Time : Three Hours] [Maximum Marks : 75

Note : Attempt questions from all Sections as per instructions.

Section-A

(Very Short Answer Questions)

Attempt all the *five* questions of this Section.

Each question carries 3 marks. Very short answer is required not exceeding 75 words. $3 \times 5 = 15$

1. What is organizational behaviour?

2. What is importance of motivation in an organization?
3. Explain autocratic leadership.
4. What are the merits of grapevine?
5. What is group dynamics?

Section-B

(Short Answer Questions)

This Section contains three questions, attempt any *two* questions. Each question carries $7\frac{1}{2}$ marks. Short answer is required not exceeding 200 words. $7\frac{1}{2} \times 2 = 15$

6. Explain the types of intra-personal conflict.
7. What are the features of a quality circle?
8. Briefly describe the features of theory 'Y'.

Section-C**(Detailed Answer Questions)**

This Section contains five questions, attempt any *three* questions. Each question carries 15 marks.

Answer is required in detail. $15 \times 3 = 45$

9. Define organizational behaviour along with its importance in any organization.
10. Explain the working of any three prominent techniques of decision-making.
11. Explain the challenges organization behaviour in the context of present day environment.
12. How is 'John' window model useful in analyzing the causes for interpersonal conflict.

13. Explain the concept of group norms. What are the problems created by group norms for the organization?