

END TERM EXAMINATION

THIRD SEMESTER [BBA] DECEMBER-2012

Paper Code: BBA201

Subject: Organizational Behaviour

BBA(B&I)201

BBA(TTM)201

BBA(MOM)201

Time : 3 Hours

Maximum Marks :75

Note: Attempt any five questions. All questions carry 15 marks each.

- Q1 (a) Discuss the interdisciplinary nature of Organizational Behaviour.
(b) What are the challenges and opportunities to the Manager of today in understanding the human behavior?
- Q2 Define Organisational Behaviour and discuss the characteristics of this field study.
- Q3 (a) Discuss the Big Five Personality Traits.
(b) What are the factors influencing the Personality?
- Q4 Explain the term Transactional Analysis in detail. How can it be useful tool for the managers of today?
- Q5 How attitudes are framed? Explain the various types of attitudes related theories.
- Q6 (a) Discuss the various types of groups existing in an organization.
(b) Explain the process of group development.
- Q7 (a) Discuss the various theories of Group Formation.
(b) What are various tools of Group Decision Making?
- Q8 Differentiate between groups and teams. How can we build and manage effective teams for organizational excellence?
- Q9 (a) Define Organisational Culture and what are its components?
(b) Discuss the ways of spreading the Organisational Culture.
- Q10 Write short notes on the following:-
(a) Force-Field Analysis of change
(b) Types of conflict and ways of resolving the conflicts.
(c) Group Think, Group Cohesiveness, Group Shift and Group Norms.