

# END TERM EXAMINATION

THIRD SEMESTER [BBA] NOVEMBER-DECEMBER- 2019

Paper Code: BBA-201

Subject: Organizational Behaviour

BBA (B&J)-201

(Upto-2016 Batch)

Time: 3 Hours

Maximum Marks: 75

Note: Attempt any five questions. All questions carry equal marks.

- Q1 What do you understand by Organisational Behaviour? Discuss the different OB models that are used to explain the concept of Organisational Behaviour.
- Q2 Why there is a need to understand the Human Behaviour at work? What is the relationship between Attitude and Behaviour? Discuss different theories of Attitude formation. Explain them in brief with example.
- Q3 Why is it important to study Interpersonal Behaviour? Discuss the use of Johari Window and Transactional Analysis in studying Interpersonal Behaviour. Explain these techniques with examples.
- Q4 How individual Learning takes place? Discuss the different learning theories that explain the learning process followed by individuals. Explain these theories in brief.
- Q5 What are Groups? Explain the different types of Groups with examples. How Group formation takes place? Discuss the stages involved.
- Q6 How Team is different from groups? What are the different types of Teams and how they are build in organizations? What approaches are used for managing the Teams effectively? Discuss with examples.
- Q7 Write short notes on:-  
(a) Different types of Organizational Culture  
(b) Approaches used for Managing Change
- Q8 What are Conflicts? What are its different types? Explain the process involved in resolution of Conflicts. Give examples to illustrate your answer.

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