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Total No. of Questions: 09

Total No. of Pages: 02

BBA/BRDM/Bachelor in Service Industry Management (SIM) (Sem. 2)

ORGANISATION BEHAVIOUR

Subject Code: BBA-201

Paper ID: C0240

Time: 3 Hrs.

Max. Marks: 60

INSTRUCTIONS TO CANDIDATES:

1. Section A is **COMPULSORY** consisting of **TEN** questions carrying **TWO** marks each.
2. Section B contains **FOUR** units. Each unit contains **TWO** questions carrying **TEN** marks each and students have to attempt at least **ONE** questions in **EACH** UNIT.

SECTION A

1. Write Short Notes on the followings:

- a) Laissez faire
- b) Halo effect
- c) Cultural Effects on OB
- d) Motives and Motivation
- e) Role of Learning in Managerial Decisions
- f) Free rein style of leadership
- g) Individual Behavior
- h) Social Perception
- i) Group Development
- j) Group Facilitation

SECTION B

UNIT-I

2. What do you mean by Organization Behavior? Explain its various features and importance in Indian organizations?
3. Explain the role of the Indian social system on the organizational behavior in India.

Unit II

4. Discuss the process of Learning. What are the components of organizational learning? Do they differ from individual learning? Explain.
5. Define motivation. Discuss its characteristics. Explain the McGregor theory of Motivation.

UNIT III

6. What is the difference between team and group? What are the stages of group formation and how intergroup behavior influences the organization
7. Discuss the concept of Group dynamics. Explain its significance towards attaining long term and short term goals of the organization.

UNIT IV

8. Corporate culture and organizational effectiveness are interrelated to each other'. Comment upon the statement.
9. What is change? Why employees resist for change and in such circumstances what approaches are effective in managing organizational change.