

Roll No. :

Total No. of Questions : 7]

[Total No. of Printed Pages : 2

BB-104

B.B.A. (Part-I) Examination, 2022 ORGANISATIONAL BEHAVIOUR

Paper - BBA-104

Time : 3 Hours]

[Maximum Marks : 70

Section-A

(Marks : 2 × 10 = 20)

Note :- All the *ten* questions are compulsory. Each question is to be attempted in around **50** words. Each question carries **2** marks.

Section-B

(Marks : 10 × 3 = 30)

Note :- Answer any *three* questions out of five. Each question is to be attempted in around **500** words. Each question carries **10** marks.

Section-C

(Marks : 20 × 1 = 20)

Note :- *One* question based on case study is compulsory and carries **20** marks.

Section-A

1. (i) Define Organization Behaviour. State the scope of organization behaviour.
- (ii) Define Personality. State any *two* important theories of personality.

BR-542

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BB-104 P.T.O.

- (iii) What is Attitude ?
- (iv) Define Perception. State any *two* perceptual errors.
- (v) What is Motivation ? What are the features of motivation ?
- (vi) What is Learning ? State features of a learning organization.
- (vii) What is the meaning of Group and Group Performance ?
- (viii) What do you mean by Management by Objectives ?
- (ix) Differentiate between Power and Authority.
- (x) What is Stress ? State any *two* important techniques of stress management.

Section–B

- 2. Explain the meaning of Personality. What are the different traits and determinants of personality ?
- 3. Explain and differentiate between Maslow's Need Hierarchy Theory and Herzberg's Two Factor Theory.
- 4. What is Leadership ? Explain different types of leadership styles in an organization.
- 5. What is Group ? Give classification of various types of groups in an organization.
- 6. What is Conflict ? Discuss the various types of techniques to resolve conflict in an organization.

Section–C

- 7. "People sometimes resist change for the sake of resistance." Explain the statement in detail with strategies to overcome the resistance to change.