

BBA 3rd sem.

Total number of printed pages-4

47 (3) ORBH 3-1

2010

ORGANISATIONAL BEHAVIOUR

Paper : 3-1

Full Marks : 80

Time : Three hours

The figures in the margin indicate full marks for the questions.

1. Fill in the blanks : 1×10=10

(a) OB is a _____ science. (positive / normative).

(b) In _____ model of OB, managerial orientation is towards power. (Actocratic / custodial).

(c) The behaviour which is non-observable or measurable is known as _____ behaviour. (overt / covert)

Contd.

- (d) _____ is the way individuals define themselves as to who they are and derive their sense of identity. (Self-concept / Self-esteem).
- (e) Johari window model of level of self awareness was developed by _____. (Murray and Morgan / Harrington Inghan)
- (f) _____ conflict arises out of the interaction of various groups. (Intragroup / Intergroup).
- (g) Social learning theory emphasizes the ability of an individual to learn by _____. (discussing with others / observing others)
- (h) _____ groups are created and maintained to fulfil specific needs or tasks which are related to the total organisation mission. (Formal / Informal).
- (i) _____ is a prominent factor which influences personality of an individual. (Biological factors / Economic condition of a nation).
- (j) _____ is a benefit of transactional analysis. (Developing positive thinking / Developing negative thinking).

2. Answer the following : $2 \times 5 = 10$

- (a) Define OB.
- (b) What is a sick personality ?
- (c) Mention the different types of ego states as used in transactional analysis.
- (d) What is group dynamics ?
- (e) What do you understand by organizational culture ?

3. Answer **any four** of the following : $4 \times 5 = 20$

- (a) Explain in brief the role played by OB.
- (b) What do you understand by learning ? How will you differentiate between positive and negative reinforcers ?
- (c) What is Transactional Analysis ? State *three* benefits of Transactional Analysis.
- (d) State the factors which affects group behaviour.
- (e) Why does intergroup conflict arise ? What are its consequences ?
- (f) What are the various factors which affect attitude formation ?

4. Answer *any five* of the following : $5 \times 8 = 40$

- (a) Give a brief description about the various disciplines contributing to OB.
- (b) Define perception and explain the perception process.
- (c) Explain in brief the different types of groups.
- (d) Explain the term conflict. Are conflict functional or dysfunctional ?
- (e) What is meant by participation ? What are the advantages and limitations of workers' participation ?
- (f) What is the concept of values ? What are the factors which determine value formation ?
- (g) How does organisational culture affect different aspects of organisational functioning ? How can an organisation develop sound culture ?
- (h) What is the concept of effective team ? Discuss the process of building an effective team ?