

BBA 3rd Sem.

Total number of printed pages-4

47(3) ORBH 3-1

2013

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) There are four key elements of OB-People, structure, _____ and Environment.
(Technology / Organisation)
- (b) Positive reinforcement is a reward for desired _____. (Learning / Behaviour)
- (c) Values are one of the determinants of One's _____. (Opinion / Attitude)

Contd.

- (d) In the theory given by _____ there are eight developmental stages as we grow from childhood to a adulthood. (Erikson / Carl Roger)
- (e) Self _____ is a cognitive concept. (awareness / analysis)
- (f) A group is any collection of individuals who have mutually _____ relationships. (Dependent / Independent)
- (g) _____ is a diagram to look at One's personality including behaviours and attitude. (Joseph Window / Johari Window)
- (h) _____ theory is based on activities, interactions and sentiments. (Balance / Homan's)
- (i) Organisation cannot change the _____ environment but must change themselves to align with the environment. (Internal External)
- (j) Job satisfaction is the extent of _____ feelings that individuals have towards their job. (Positive / Negative)

2. Answer the following : $2 \times 5 = 10$
- (a) Mention four models of OB.
- (b) Mention four important sources of acquiring attitude.
- (c) What is self Esteem ?
- (d) What are Group Norms ?
- (e) Define Organisational Culture.
3. Answer **any four** of the following : $4 \times 5 = 20$
- (a) Distinguish between Organisational Behaviour and Organisation Theory.
- (b) How can attitude be measured ?
- (c) What are the most common perceptual errors that you make ?
- (d) What are the benefits of TA ?
- (e) Mention some of the difficulties of Informal Groups.
- (f) What steps are involved to maintain organisational culture ?

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

- (a) What are the major factors that determine individual behaviour ?
- (b) What do you understand by values ? What are the main characteristics of values ?
- (c) How will you determine the personality of a person ? Also explain the personality traits that have relevance from the point of view of OB.
- (d) Explain three ego states and various types of transactions between two persons with the help of suitable diagram.
- (e) Explain in detail the disadvantages of group decision making. How can these disadvantages be eliminated ?
- (f) What techniques can be used for effective team building ?
- (g) Explain and discuss the various stages of conflict in an organisation.
- (h) Describe various theories of personality.