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BBA 3rd Sem

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47 (3) ORBH 3-1

2014

**ORGANIZATIONAL 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 nothing apart from the integration of \_\_\_\_\_ from different disciplines.  
(knowledge /skill)
- (b) Trait factor theory presents a quantitative approach to the study of \_\_\_\_\_.  
(personality / learning)
- (c) There are \_\_\_\_\_ types of groups which affect attitude formation in an individual. (four / three)

Contd.

- (d) Anger, Sadness, Fear & Enjoyment mainly related with \_\_\_\_\_. (Emotion / Value)
- (e) In every organisation, some \_\_\_\_\_ groups are created to serve organisational purpose. (Informal / Formal)
- (f) \_\_\_\_\_ conflict is the first stage in conflict episode as pointed by Pondy. (Latent / Felt)
- (g) Classical Organisation theory is built on an \_\_\_\_\_ model. (Accounting / Scientific)
- (h) Job enrichment helps in \_\_\_\_\_ the rates of employee turnover and absenteeism. (Increasing / Reducing)
- (i) \_\_\_\_\_ is an important aspect of Transactional Analysis (Stroking / Motivation)
- (j) The basic purpose of a \_\_\_\_\_ is a collective performance. (Work Team / Work Group).

2. Answer the following :  $2 \times 5 = 10$
- (a) Mention some of the key elements of Organisational Behaviour.
- (b) Define Conflict.
- (c) What is Inter Group Behaviour ?
- (d) What is perception ?
- (e) What is Life Position ?

3. Answer **any four** of the following :  $4 \times 5 = 20$
- (a) Discuss about the importance of value in the study of OB.
- (b) Explain *any one* Learning theory.
- (c) Explain about the application of T.A.
- (d) What are the procedures of building and managing effective teams ?
- (e) Define the term "Group Dynamic". Mention some of the important types of Group.
- (f) Explain Brain Standings and state its advantages.



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

- (a) Explain about the various models of OB.
- (b) Discuss about the need to understand human behaviour in the context of OB.
- (c) Explain about the change agent in the process of organisational changes.
- (d) Discuss about the various steps involved to maintain organisational culture.
- (e) Discuss in details about the 'BIG FIVE' personality traits.
- (f) What techniques can be used for Empowerment and Participation of employee in an organisation ?
- (g) Distinguish between Group Behaviour and Team Behaviour.
- (h) Explain about some of the important barriers involved in changing attitudes.