

# END TERM EXAMINATION

THIRD SEMESTER [BBA] DECEMBER-2010

Paper Code: BBA/ (TTM)/ B&I 201

Subject: Organizational Behaviour

Time: 3 Hours

Maximum Marks: 75

Note: Attempt any five questions including Q. 1 which is compulsory.

- Q.1 Do **any Five**:- **(3x5=15)**
- (A) What is organizational behavior?
  - (B) Explain the conceptual frame-work for organizational behavior.
  - (C) What do you mean by committee organization?
  - (D) Define the overall meaning of personality.
  - (E) What is Zero Defections in Decision Making?
  - (F) Can you describe any TA games you have been involved in lately?
  - (G) Explain Team Building.
- Q.2 What are some of the major challenges facing today's and tomorrow's organizations? **(15)**
- Q.3 In your own words, briefly explain Maslow's theory of motivation. Relate it to work motivation and Alderfer's ERG model. **(15)**
- Q.4 What are the three ego states in Transaction Analysis? Give an example of each of the three major transactions. What are strokes in T.A? Give example of some you have received in the last day or two. **(15)**
- Q.5 Briefly summarize the four "Self's" in the Johari Window. What implications does each have for interpersonal conflict? **(15)**
- Q.6 The major difference between formal and informal group is that the formal group has officially prescribed goals and relationships, whereas the informal one does not. Explain this statement in detail. **(15)**
- Q.7 How do the traditional assumptions about organizational conflict differ from the modern assumptions? What implications do these new assumptions have for the management of organizational conflicts?**(15)**
- Q.8 What are some of the major factors that influence the managerial leadership process across cultures? **(15)**