

END TERM EXAMINATION

THIRD SEMESTER [BBA/BBA(B&I)/BBA(TTM)/(MOM)] DECEMBER-2011

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

Subject: Organizational Behaviour

Time : 3 Hours

Maximum Marks :75

Note: Attempt five questions as per internal choice given.

Q1 Attempt **any three** of the following:- **(5x3=15)**

- (a) Johari Window
- (b) Group Think and Group Shift
- (c) Organisation Behaviour Models
- (d) Reinforcement Schedules
- (e) Socialization Process

Q2 What is nature and concept of organizational behaviour? What challenges does the managers face today in Organizational Behaviour?(15)

OR

How attitudes are framed? Explain theories related to attitudes. How organisation related attitudes contribute in understanding of organization behaviour, explain with suitable examples. **(15)**

Q3 What are the determinants of personality? Explain the Big Five model in details with reference to its applicability in understanding human behaviour in organizations. **(15)**

OR

Explain the concept of Transactional Analysis focussing on types of transactions and Life positions? How TA helps in managing interpersonal relationships in organisations? **(15)**

Q4 Explain the different determinants of Group Dynamics in details with examples of their applicability in organisations. **(15)**

OR

Differentiate between groups and teams. How can we build and manage effective teams for organizational excellence? **(15)**

Q5 How culture of an organization can be identified? Explain Hofstede model in detail with suitable examples of its application in managing across cultures. **(15)**

OR

What are the different types and sources of conflicts in the organization? Explain the techniques of conflict resolution in organizations. **(15)**