

END TERM EXAMINATION

THIRD SEMESTER [BBA] DEC. 2014 – JAN. 2015

Paper Code: BBA-201

Subject: Organizational Behaviour

BBA(B&I)-201

BBA(TTM)-201

BBA(MOM)-201

Time: 3 Hours

Maximum Marks: 75

Note: Attempt any five questions including Q no.1 which is compulsory.

- Q1 Write short notes on **any three** of the following:- (5x3=15)
- (a) Ego States
 - (b) Group Think and Group Shift
 - (c) Employee Empowerment.
 - (d) ABC model of Attitude
 - (e) Reinforcement Schedules.
- Q2 Discuss in details the various models of OB. What are the challenges faced by managers today in organizations while dealing with employees? (15)
- Q3 Discuss briefly the Attribution theory of perception? What types of perceptual errors are made? Explain with examples from organization. (15)
- Q4 Differentiate between Group and Team? How can an effective team be built and managed? (15)
- Q5 What are the manifestations of culture of an organization? How socialization process helps in adapting to the culture of an organization? (15)
- Q6 Explain the models of change with examples. (15)
- Q7 What are the sources and types of conflict? How can they be resolved through conflict resolution techniques? (15)