

Roll No.

Exam Code : J-19

Subject Code—0763

B. B. A (First Year) EXAMINATION

(For Batch 2018 Onwards) (Main)

ORGANIZATIONAL BEHAVIOUR

BBA-106

Time : 3 Hours

Maximum Marks : 70

Note : Attempt *Five* questions in all. In addition to compulsory Q. No. **1**, attempt *four* more questions selecting *one* question each from the four Unit.

1. Write short notes on the following :

- (i) Concept of organisational behaviour
- (ii) Classical conditioning
- (iii) Personality
- (iv) Communication process

- (v) Team work
- (vi) Organisational design
- (vii) Organisational change.

Unit I

- 2. What is the scope of OB ? How the field of OB has changed over the years ?
- 3. How profile of workforce has changed in last 30 years or so ? What challenges it has pored before managers ?

Unit II

- 4. Distinguish between perception and attitude. How employees attitudes can be changed ?
- 5. Define Motivation. Describe in detail different theories of motivation.

Unit III

- 6. What are different types of Conflicts ? Discuss different conflict resolution strategies.

- 7. What are different types of communication ? Also discuss 7Cs of effective communication.

Unit IV

- 8. What do you mean by organisational culture ? How is it created ?
- 9. What are different elements of organisational structure ? What factors have to be kept in mind while desgining organisational structure ?