1208E193

Candidate's Seat No :_____

BBA Sem-5 Examination
CC 303
Organizational Behaviour-I
August 2021

Time : 2-00 Hours]

[Max. Marks : 50

Instruction: all questions in section I carry equal marks.

Attempt any TWO questions in Section I

Question V in section II is compulsory.

Section I

Q1

A	Discuss models of organizational behaviour.	10
B	Narrate complete pay reward pyramid.	10

Q2

A	Write a note on shaping as a managerial tool.	10
B	Explain major personality attributes influencing organizational behaviour.	10

Q3

A	Discuss techniques of group decision making.	10
B	Narrate stages of group development.	10

Q4

A	Write a note on power tactics.	10
B	Explain model of change.	10

Section II Answer following. (Any ten)   10

1. Manipulation of power is studied by __, a contributing discipline to organizational behaviour.
(political science, economics, psychology)
2. When organizational behaviour answers why people behave as they do, it ___ human behaviour.(describe, understand, predict)
3. ___ refer to workforce or human resources. (structure, technology, people)
4. ___ is old model of organizational behaviour and has limited applicability. (autocratic, system, supportive)
5. Complete pay reward pyramid indicates ___ related to pay. (causes, constituents, controls)
6. Ability to identify visual similarity and differences refer to __. (comprehension, spatial visualization, perceptual speed)
7. __ is a biographical characteristic. (gender, personality, culture)
8. ___reinforcement is used to increase frequency and strength of desirable work behaviour. (negative, positive, neutral)

[P.T.O]

9. Business environment contains ___ factors. (external, uncontrollable, both)
10. ___ refers to mental set or framework. (attitude, punishment, culture)
11. Adjourning relates to ___ from group. (joining, departing, rejoining)
12. Norming stage exhibits ___. (inhibition, inquisitiveness, cohesiveness)
13. ___ is a pattern of action expected of a person. (role, ego, anger)
14. Role ___ is a major source of role stress and conflict. (clarity, ambiguity, perception)
15. ___ are flexible and responsive to changing events. (individuals, organisations, teams)
16. Chain of command is eliminated in ___ organization. (boundary less, virtual, matrix)
17. Project and functional organization together make ___ organisation. (virtual, matrix, crosscountry)
18. Power holder's title role and position refer to ___ power. (coercive, reward, legitimate)
19. Impressive skills or qualities refer to ___ power. (referent, legitimate, reward)
20. ___ is also known as reinforcing. (freezing, refreezing, changing)