

Seat No. : _____

MC-109

March-2019

B.B.A., Sem.-V

CC-303 : Organizational Behaviour – I

Time : 2:30 Hours]

[Max. Marks : 70

1. (A) Write the following :
- (1) Discuss the System Model of OB in detail. 7
 - (2) Discuss the factors affecting nature of modern organization. 7
- OR**
- (1) Write a Note on Limitations of OB.
 - (2) Explain the Complete Pay Reward Pyramid in detail.
- (B) Do as Directed. (Any **four** out of **six**) 4
- (1) _____ is the base for Custodial Model.
(Authority, Economic Resources, Partnership)
 - (2) _____ is the study of People in relation to their fellow human beings.
(Sociology, Psychology, Social Psychology)
 - (3) Autocratic Model is completely outdated. (True/False)
 - (4) Other Payments such as Holidays, Vacations or Layoffs are known as _____.
(Sacrifice Reward, Non-Work Reward, Service Reward)
 - (5) OB can describe, understand and predict human behaviour but it cannot control the human behaviour. (True/False)
 - (6) _____ is understanding, prediction and management of human behaviour in the organization.
(Organizational Behaviour, Organizational Management, HRM)
2. (A) Write the following :
- (1) Explain in detail 'Shaping as a Managerial Tool'. 7
 - (2) Explain the major Personality Attributes influencing Organizational Behaviour. 7
- OR**
- (1) Discuss the various types of Attitudes related to OB in detail.
 - (2) Discuss the Biographical characteristics influencing Individual Behaviour.
- (B) Do as Directed. (Any **four** out of **six**) 4
- (1) _____ is the relatively permanent change in the behavior that occurs as a result of experience. (Perception, Learning, Attitude)
 - (2) _____ has classified values into Two Groups.
(Milton Rokeach, Stephen Robbins, Peter Drucker)

- (3) Person with _____ Personality are always moving, walking and eating rapidly. (Type-A, Type-B, Risk Takers)
- (4) “Values contain a Judgmental Element.” (True/False)
- (5) _____ is Evaluative statements – either Favorable or Unfavorable – concerning people, objects, events. (Attitude, Personality, Perception)
- (6) _____ is the time duration of a job which one person holds. (Tenure, Job Rotation, Job Description)

3. (A) Write the following :

- (1) Discuss the five stage model of group development in detail. 7
- (2) What are the sources and significance of Status ? 7

OR

- (1) Discuss in detail the different Types of Team.
- (2) Brainstorming – A very effective Group Decision making Technique – Discuss.

(B) Do as Directed. (Any **three** out of **five**) 3

- (1) Group is the one where members don't share common goal. (True/False)
- (2) _____ decision making technique gives equal opportunity to all members for participation. (Brainstorming, Nominal Group)
- (3) Role _____ are the ways others believe that one should act in a given situation. (Expectations, Conflict, Ambiguity)
- (4) _____ is the socially defined Rank or Position of a person in society. (Status, Role)
- (5) _____ teams uses computer technology to unite physically scattered members to achieve the goals. (Virtual, Cross functional, self managed)

4. (A) Write the following :

- (1) Discuss Levin's three step model of Change in detail. 7
- (2) Discuss the bases of power and power in detail. 7

OR

- (1) Discuss Matrix Organisation in detail.
- (2) What is Organisational Development ? Discuss its limitations.

(B) Do as Directed. (Any **three** out of **five**) 3

- (1) Change is inevitable. (True/False)
- (2) Power is the capacity of One person to influence Other. (True/False)
- (3) Boundryless Organization is extremely rigid. (True/False)
- (4) _____ power resides in leaders formal authority and position which he holds. (Legitimate, Coercive, Expert)
- (5) _____ is a planned intervention and change to improve organizational effectiveness and employee well-being. (Organizational Behaviour, Organizational Development, Change)