

Seat No. : _____

XC-114

March-2013

T.Y. B.B.A.

Organizational Behaviour

Time : 3 Hours]

[Max. Marks : 70

1. (a) Define Organizational Behaviour. Discuss the challenges and opportunities for Organizational Behaviour. **7**
(b) Discuss Victor Vroom's Expectancy Theory of Motivation. **7**

OR

- (a) Discuss any two models of Organizational Behaviour. **7**
(b) Discuss ERG Theory of Motivation with its managerial implications. **7**

2. (a) Explain the Job Satisfaction and Employee Performance Loop. **7**
(b) What are the biographical characteristics which form the foundation of individual behaviour ? **7**

OR

- (a) Define Personality. Discuss major personality attributes influencing Organizational Behaviour. **7**
(b) Discuss Shaping as a managerial tool. **7**

3. (a) Write a note on Role. **7**
(b) Discuss the techniques of group-decision making. **7**

OR

- (a) Discuss the stages of Group Development. **7**
(b) Define Team. Discuss the types of teams and skills used in team-building. **7**

4. (a) Define Power. Discuss the bases of power and power tactics. **7**
(b) What is Organizational Development ? Discuss its benefits and limitations. **7**

OR

- (a) Discuss Hearsay and Blanchard's leadership model. **7**
(b) What is resistance to change ? Discuss the types of and reasons for resistance to change. **7**

5. (a) Define Conflicts. Discuss the sources of Conflicts. 7
- (b) Explain the stress and job performance relationship. 7

OR

- (a) Explain the process of socialization and individualization of organisational culture. 7
- (b) Explain the various functions and types of Counselling. 7
