

CT Inst. of E

Roll No.

Total No. of Pages : 02

Total No. of Questions : 09

BBA (Sem.-2nd)**ORGANIZATION BEHAVIOUR**

Subject Code : BBA-201 (2012 Batch)

Paper ID : [C0240]

Time : 3 Hrs.

Max. Marks : 60

SECTION-B**UNIT-1**

2. What is Organisational Behavior? Discuss the business environment.
3. What are the major behavioural science disciplines in Organisational Behavior?

UNIT-2

4. What is Perception and what factors influence it?
5. Discuss the Maslow's need hierarchy and Herzberg's Two-Factor Theory.

UNIT-3

6. What is leadership? Discuss the contingency theory of leadership.
7. Write a note on :
 - a) Managerial Grid
 - b) Types of Groups

UNIT-4

- What are the causes and consequences of organizational conflict?
9. What are the steps of the conflict management process?

INSTRUCTION TO CANDIDATES :

1. SECTION-A is COMPULSORY consisting of TEN questions carrying TWO marks each.
2. SECTIONS-B consists of FOUR Subsections : Units-I, II, III & IV. Each Subsection contains TWO questions each carrying TEN marks each and student has to attempt any ONE question from each Subsection.

SECTION-A**1. Write short notes on :**

- a. What is perceptual selectivity?
- b. What is job enrichment?
- c. Distinguish between coercive and legitimate power.
- d. Distinguish between Attitude and Perception.
- e. What is Negotiation?
- f. Distinguish between Group and Team.
- g. What is attitude?
- h. What is Organisational Culture?
- i. What is process consultation?
- j. Define change management.

