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GS-518

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II Semester B.B.A. Examination, May/June - 2019
(CBCS (F+R) 2014-15 & onwards)

BUSINESS ADMINISTRATION

2.5 Organisational Behaviour

Time : 3 Hours

Max. Marks : 70

Instruction : Answers should be written in English only.

SECTION - A

1. Answer **any five** of the following sub-questions. Each sub-question carries **two** marks. **5x2=10**
- What is system approach to Organisational Behaviour ?
 - Define Personality.
 - What is inter individual conflict ?
 - List out the sources of resistance.
 - What is organisational Change ?
 - Define Group.
 - What is TQM ?

SECTION - B

- Answer **any three** of the following. Each question carries **six** marks. **3x6=18**
- Explain the factors affecting Individual Behaviour.
 - Discuss the organisation Reward System.
 - What are the major sources of inter personal conflict ?
 - Discuss the causes of group cohesiveness.
 - Explain the perceptual process.

SECTION - C

- Answer **any three** of the following questions. Each question carries **fourteen** marks. **3x14=42**
- What is Behaviour Modification ? Discuss various steps in the process of behaviour modification.
 - What is group dynamic ? Discuss the advantages and disadvantages of Informal group ?

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9. What is personality ? Explain the determinants of personality.
10. What is resistance ? Why change is resisted ?
11. Write short note on :
 - (a) Job Enrichment
 - (b) ABC Model
 - (c) Attitude

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