

Roll No.....

**BBA-205(N)**

**BBA (Semester-II) Examination-2014**

**(New Course)**

**Paper: Fifth**

**Organizational Behaviour**

Time: Three Hours] [Maximum Marks: 70

Note: Attempt all questions. All questions carry equal marks.

1. Explain the term 'behaviour'. Is behaviour predictable? How is the study of OB useful for managers?

Or

- Write notes on the following:
- (a) Hawthorne experiments
  - (b) Workforce diversity

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2. Define motivation and its process. Discuss the various assumptions of theory X and Y and explain its relevance for managers.

Or

What do you understand by 'Personality'? Explain some personality dimensions that have been identified to account for differences in individual behaviour.

3. How does the Johari Window help in improving interpersonal behaviour?

Or

Discuss the different leadership styles used by managers in the organization. Which is the most effective style in your opinion and why?

4. What implications does the modern or interactionist view about organizational conflict have for management of today's organizations?

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Explain the term 'group dynamics'. Discuss the various determinants of group behaviour in organizations.

5. Why do employees resort to political behaviour in organizations? What should a manager do to effectively handle organizational politics?

Or

What do you mean by planned change? Suggest suitable strategies for overcoming resistance to change.

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