

Roll No.

BBA-205(N)

B. B. A. (Second Semester)
EXAMINATION, May, 2013

(New Course)

Paper Fifth

ORGANIZATIONAL BEHAVIOUR

Time : Three Hours]

[Maximum Marks : 70

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

1. 'Behaviour is generally predictable'. Do you agree ? How does knowledge of organisational behaviour help managers in dealing with employees ?

Or

Describe evolving employment relationship and emerging OB trends in the workplace.

2. Outline the 'motivators' and 'hygiene factors' according to Herzberg and discuss its relevance in understanding employee motivation.

Or

Discuss the determinants of personality and describe the Big five factor theory of personality.

3. Define communication and discuss the process of improving interpersonal communication through 'Johari Window'.

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Or

Define leadership and explain why the 9, 9 style of leadership was considered to be the most effective by Blake and Mouton.

4. Do you agree that conflict is a part of organizational life ? Describe different strategies for managing functional and dysfunctional conflict.

Or

Define the term 'Group Dynamics' and describe various factors which affect group performance.

5. Explain the following :
- (a) 3 step model of change
 - (b) Force-field analysis

Or

Write brief notes on the following OD interventions :

- (a) Coaching and counselling
- (b) Organizational mirroring
- (c) Role analysis technique
- (d) Visioning