

**Bachelor of Business Administration
Annual Examinations – 2006**

**Paper BBAD - 304
Organisational Behaviour**

Time allowed: Three hours

Maximum Marks: 100

SECTION – I

Marks

Q1. Attempt all questions.

a) Define the following:

2X5=10

- i) Organisation
- ii) Attitude
- iii) Motivation
- iv) Leadership
- v) Organisational Conflict

b) Fill in the blanks

1X10=10

- i) Optimum utilization of resources is _____.
- ii) "Subordinates could not be forced into cooperation" summed up as a result by _____.
- iii) _____ is an abstraction based on inferences derived from behavioural observation.
- iv) Vroom's Expectancy theory may be shown algebraically Motivation (Force) = Valence X _____.
- v) Conflicts bring _____ in groups.
- vi) Students' organisations may be an example of _____ group.
- vii) Informal organisation created because of social and _____ forces operating at workplace.
- viii) Span of control indicates the number of people directed or managed effectively by _____.
- ix) The hierarchy of needs is given by _____.
- x) Safety needs come after _____ needs as per needs' hierarchy.

SECTION – II

Q2. Answer any six questions. All questions carry equal marks.

5X6=30

- i) Define Organisational behaviour and discuss the basic approaches to organisational behaviour.
- ii) Why should managers know and understand values?
- iii) Define the term personality and explain two theories of personality in detail.
- iv) What are the approaches to Job – enrichments? Discuss.

- v) Explain the concept of Individual – Organisation Conflict.
- vi) Discuss the concept of groups and its characteristics.
- vii) How is leadership different from managership?
- viii) Explain process of organizing by a diagram.

SECTION – III

Q3. Attempt any five questions. All questions carry equal marks. 5X10=50

- i) Write a full note on Hawthorne Experiment.
- ii) How can human needs be classified? How does the process of individuals satisfying these needs influence the working of organisations of which they are a part.
- iii) Why does inter – group conflict arise? What are its consequences? How would you prevent such conflicts?
- iv) What are the factors influencing the cohesiveness of a group? How does cohesiveness of a group influence productivity?
- v) How does an informal organisation affect the functioning of the formal organisation? Discuss the need of informal organisation.
- vi) Explain all the functions of leadership in detail and its importance in an organisation.
- vii) To select an efficient CEO for any organisation, what qualities you will look for, describe.
- viii) Explain a matrix organisational structure with a diagram. Also explain the reason to adopt such kind of organisational structure.