

DL-12

Your Roll No.....

**BACHELOR OF BUSINESS
ADMINISTRATION II YEAR
EXAMINATION, 2010**

Paper — BBAD-304

ORGANIZATIONAL BEHAVIOUR

Time : 2½ Hours

Maximum Marks : 70

*(Write your Roll No. at the top immediately
on receipt of this question paper.)*

*Answer all Sections as per instructions given in each
Section*

SECTION -A (1 × 10 = 10)

Answer ALL questions.

Fill in the blanks :

1. _____ is associated with Hawthorne Experiments.
2. Psychoanalytic theory of personality is given by _____.
3. We can envisage conflicts at _____ levels.
4. Motivational styles cover _____ main approaches generally followed by leaders.

P.T.O.

5. The ten commandments of good organization were formulated by _____.
6. Span of control indicates _____ directed effectively by a single supervisor.
7. Perception is the source of one's _____ of the world.
8. Depending upon the nature a value may be of two different types: (i) Instrumental value and (ii) _____.
9. Informal organisation develops its own communication network popularly known as _____.
10. _____ has given the need hierarchy theory of motivation.

SECTION - B (5 × 6 = 30)

*Discuss any SIX of the following in 300 words each.
Each question carries 5 marks.*

11. Define Organizational Behaviour. What are the elements of OB system?
12. Why should managers know and understand values?

13. Define the term Personality and explain characteristics of personality.
14. "The more mature organization will tend to provide a situationally flexible disciplinary policy". Comment.
15. What are the basic types of groups in an organization ? Distinguish between Formal and Informal groups.
16. Define organisation design.
17. Why do we need informal organization? How does an informal organization affect the functioning of the formal organization ?
18. What do you mean by Motivation ? Discuss its nature and importance in an organization.

SECTION - C (3× 10 = 30)

Answer any THREE questions in 500 words.

Each question carries 10 marks.

19. Give the standard feature of theory X and theory Y as propounded by Prof. McGregor and also discuss their suitability in modern times.

20. What is meant by role conflict ? What are the causes of role conflict ? Discuss methods to avoid role conflict.
21. What is group cohesiveness ? What are the factors influencing the cohesiveness of a group ? How does cohesiveness of a group influence productivity ?
22. Discuss various leadership styles. How will you secure effective leadership in the management of organisation ?
23. What are the objectives of organisation ? Discuss the consequences of poor organization.