UG Even Semester Examination, May 2025

BUSINESS ADMINISTRATION

(2nd Semester)

Course No.: BBA-DSC-151

(Organisational Behaviour)

Full Marks: 70

Pass Marks: 28

Time: 3 hours

The figures in the right margin indicate full marks for the question.

I. Answer any 2 questions out of 3 from each unit. (2 marks per qustion)

UNIT-I

1. Distinguish betwen Indivdual behaviour and Group behaviour.
2. Mention two significance of Organisational Behaviour.
3. Name the stages of group formation.

UNIT-II

4. What is Personality?
5. Mention two factors that influence perception.
6. List the main components of attitude.

UNIT-III

7. Define motivation.

8. What are two factor in Herzberg's Two-factor theory?

9. Mention any two qualities of a good leader.

UNIT-IV

10. What is the importance of decision making in management?

11. What are the three phases of the decision-making process?

12. Differentiate between programmed and non-programmed decisions.

UNIT-V

13. Define organisational conflict.

14. Mention two main strategies for managing interpersonal conflicts.

15. List two key elements of the control process.

II. Answer any 1 question out of 2 from each unit. 10 marks each question

UNIT-I

1. Define Organisationa Behavour? Explain its nature, characteristics and objectives in modern organisations. 2+8=10

2. Elaborate the various sources of emotions.10

UNIT-II

3. What do you mean by the term 'Personality' in the contxt of OB? Highlight the ket traits of personality. 3+7=10

4. Discuss the major job attitudes. Also mention why are these important for organisations? 10

UNIT-III

5. Discuss Maslow's Hierarchy of Need theory along with its limitations and basic assumptions. 10

6. Explain different leadership styles and their impact on organisational effectiveness. 10

UNIT-IV

7. Explain the decision making proces with suitable exmples. 10

8. Discuss the importance of group decision-making and the challenges associated with it. 10

UNIT-V

9. Elaborate the different types of organisational conflicts and the strategies to manage them. 10

10. Explain the elements of the control process with relevant examples. 10

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