

Roll No.

Total Pages : 3

301201

August/September 2022
BBA (Gen.) II SEMESTER
Management Process & Organizational Behaviour
(BBA-GEN-201)

Time : 3 Hours]

[Max. Marks : 75

Instructions :

1. *It is compulsory to answer all the questions (1.5 marks each) of Part-A in short.*
2. *Answer any four questions from Part-B in detail.*
3. *Different sub-parts of a question are to be attempted adjacent to each other.*

PART-A

1. (a) What is the meaning of organizational Behaviour? (1.5)
- (b) Define perception. (1.5)
- (c) How does power influence behaviour? (1.5)
- (d) What is the role of reinforcement in learning? (1.5)
- (e) What do you mean by team building? (1.5)

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- (f) What is group cohesiveness in workplace? (1.5)
- (g) What are organizational conflicts? (1.5)
- (h) What is change management? (1.5)
- (i) What is organizational culture? (1.5)
- (j) What is Management Information System (MIS)? (1.5)

PART-B

- 2. (a) Define Organizational Behaviour. State its importance and scope. (10)
- (b) Define group. Explain the different types of groups. (5)
- 3. (a) Explain the various functions of management. (5)
- (b) What is motivation? Explain any two theories of motivation. (10)
- 4. What is organizational structure? What are the various types of organizational structure? (15)
- 5. (a) Why managing stress is Important? (5)
- (b) What is the meaning of the term personality? Explain the factors determining personality. (10)

- 6. (a) What is leadership? What are the various styles of leadership? (10)
- (b) What are the steps in decision-making process? (5)
- 7. What is Organizational Change? What are the various causes of resistance of organizational change? Explain steps in managing change. (15)