

Roll No. ....

Total Pages : 03

**352206**

**May 2024**

**B. Com. (Hons.) (Second Semester)**

**Organizational Behaviour (BCOM-BCH-205E)**

*Time : 3 Hours]*

*[Maximum Marks : 75*

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

**Part A**

1. Write short notes about the following :

- |  |     |
|--|-----|
| (a) Relationship between management and OB | 1.5 |
| (b) Operant conditioning                   | 1.5 |
| (c) The components of attitude             | 1.5 |
| (d) Johari Window                          | 1.5 |
| (e) Transaction Analysis                   | 1.5 |
| (f) Group cohesiveness                     | 1.5 |
| (g) Difference between groups and teams    | 1.5 |
| (h) Factors contributing to stress         | 1.5 |

- (i) Determinants of organisational culture 1.5
- (j) Two contemporary leadership issues 1.5

### Part B

- 2. (a) Define the concept of Organizational Behavior (OB) and discuss the factors influencing individual and group organisational behaviour. 5
- (b) Analyse the Hawthorne Studies and discuss their key findings. How did they contribute to our understanding of human behaviour in the workplace ? 10
- 3. Identify the factors that influence an individual's personality. Explore the Type-A and Type-B personality theory and their implications for workplace behaviour. 15
- 4. Explain the process of perception. How do perceptual errors and distortions affect decision-making and interpersonal relationships ? 15
- 5. Explore contemporary theories of motivation, such as Self-determination theory, Goal-setting theory, Reinforcement theory and Self-efficacy theory and their applications in organisational settings. 15

- 6. Explore different styles of leadership and their impact on organisational culture and performance

15

- 7. What are the different types of organisational change ? Discuss familiar sources of resistance to change within organisations and strategies for managing resistance effectively. 15