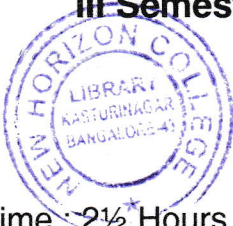




**DCBB – 302**



Time : 2½ Hours

**III Semester B.B.A. Examination, December 2024/January 2025**

**(NEP) (Freshers and Repeaters)**

**BUSINESS ADMINISTRATION**

**Paper-3.2 : Organisational Behaviour**

Max. Marks : 60

**Instruction :** Answers should be written in **English** only.

**SECTION – A**

Answer **any five** of the following. **Each** question carries **two** marks. **(5×2=10)**

1. a) Define organisational behaviour.
- b) State the meaning of individual behaviour.
- c) What is attitude ?
- d) What do you mean by bureaucratic personality ?
- e) Mention any two types of groups.
- f) Define motivation.
- g) How do you define organisational culture ?

**SECTION – B**

Answer **any three** of the following. **Each** question carries **four** marks. **(3×4=12)**

2. Briefly explain the scope of organisational behaviour.
3. Explain the types of personality.
4. Discuss the functions of groups.
5. Write a note on perception.
6. Enumerate the qualities of a good leader.

**P.T.O.**



## SECTION – C

Answer **any three** of the following. **Each** question carries **ten** marks. **(3×10=30)**

7. Explain the factors affecting organisational behaviour.
8. What is learning ? Explain the process of learning.
9. Explain the Maslow's need hierarchy theory of motivation.
10. What is group development ? Explain the stages of group development.
11. Elucidate the role of manager in team building.

## SECTION – D

Answer **any one** of the following. **Each** question carries **8** marks. **(1×8=8)**

12. a) A manager's ability to influence employee motivation can directly affect an organisation's productivity. Discuss.

OR

- b) Ms. Priya is a careful, hardworking disciplined, ideas contributor employee in the company. She expected a good pay and promotion from her top management. However the one who get promoted is Ahmad who is being a good friend to her boss. She believed Ahmad's promotion is not based on his performance. Priya makes a perception where her boss discriminate her by letting Ahmad get promoted. Priya began to change from positive to negative attitude.

With reference to the case, Priya may have made wrong perception towards her boss's decision. Discuss the possible decision that Priya could take inorder to provide her with more accurate perception.

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