



III Semester B.B.A. Examination, February/March 2024
(NEP) (Freshers and Repeaters)
BUSINESS ADMINISTRATION
Paper – 3.2 : Organisational Behaviour

Time : 2½ Hours

Max. Marks : 60

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

SECTION – A

1. Answer **any five** of the following. **Each** question carries **two** marks. **(5×2=10)**
- a) State the meaning of Organisational Behaviour.
 - b) What is attitude ?
 - c) Give the meaning of Halo effect.
 - d) What is the meaning of Conflict ?
 - e) Mention any 2 importances of leadership.
 - f) How do you define Group dynamics ?
 - g) List out any two objectives of organizational development.

SECTION – B

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

- 2. Analyze the major disciplines in OB.
- 3. Briefly explain the different traits of personality.
- 4. Discuss the functions of groups.
- 5. What is motivation ? Explain the importance of motivation briefly.
- 6. Enumerate the change process.



SECTION – C

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

7. Explain the Maslow's Need hierarchy theory.
8. Give the meaning of perception. Explain the factors influencing perception.
9. Briefly explain the following determinants of personality (a) Biological factors
(b) Cultural factors.
10. What is organizational change ? Briefly explain the factors influencing organizational change.
11. Elucidate the stages of group development.

SECTION – D

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

12. Modern approach to conflict is quite different from traditional approach. Explain.

OR

13. Mr. Ravishankar who worked for SILVERINE Industries Ltd. (SIL) for 5 years as Senior System Analyst saw his friend Ishwar Dayal a colleague in Networking section. He got to know the company hired a programmer analyst who is an IIT graduate. New recruits starting pay was only Rs. 3,000 a month lower than his own. Next Monday Mr. Shankar Confronted Kathy, HRD Manager and got to know that the market for analyst is tight. Without a premium salary company can't draw people from IITs.

The company required another analyst and this was the way the company has done it. Mr. Shankar asked whether salary could be adjusted accordingly. The salary package will be decided at the time of performance review after six months. Long time awards may be given for people like Mr. Shankar, as nothing will be there to complain after six months. Mr. Shankar took out his CV, Ornamented for sending it across IT Consultants in Mumbai Since Six Months is a pretty long time.

Discuss what is likely to be the impact of this incident on Mr. Shankar's Motivation to work ?