

Total No. of printed pages = 2

BBA 181201

Roll No. of candidate

25/7/22

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2022

B.B.A. 2nd Semester End-Term Examination

ORGANISATIONAL BEHAVIOUR

Full Marks – 70

Time – Three hours

The figures in the margin indicate full marks
for the questions.

Answer question No. 1 and any *four* from the rest.

1. Fill in the blanks:

(10 × 1 = 10)

- (i) _____ is one reality with which individuals, groups and organizations must constantly cope in order to survive.
- (ii) _____ refer to the range of planned programmatic activities in which clients and consultants participate during the course of an OD program.
- (iii) The main philosophy of _____ is continuous improvement, team work and customer satisfaction.
- (iv) _____ helps to solve the major problem of either a sub system or the whole organization by encouraging members to identify and confront pressing issues.
- (v) When conflict occurs within an individual it is called _____ conflict.
- (vi) _____ is a deliberate decision to sidestep a conflictful issue, postpone addressing it till later or withdraw from a conflicting situation.
- (vii) Job Dissatisfaction, depression, anxiety, nervousness, irritability and tension are the manifestations of the _____ consequences of stress.
- (viii) When an organization decides to have a scientific peep into mental and physical health status of its group, this exercise is called _____.

[Turn over

- (ix) _____ needs relate to a person's need to feel safe and secure in their life and surroundings.
- (x) _____ refers to the belief and expectation of a person that his performance will lead to a particular desired reward.
2. (a) Enlist the features of Social Learning Theory. (5)
(b) Discuss the Operant Conditioning Theory of learning. (10)
3. (a) What are the strategies to manage workforce diversity? (5)
(b) Point out the components of Total Quality Management. (5)
(c) Explain the areas that has contributed in the field of organizational behaviour. (5)
4. (a) Why work specialization is important? (5)
(b) Elaborate the characteristics of the different styles of leadership. (10)
5. (a) What are the phases that needs to accomplished during the group development process? (7)
(b) Discuss the two-factor theory of motivation. (8)
6. (a) Explain the situations under which the conflict management styles are applicable. (7)
(b) Discuss the stress management techniques. (8)
7. Write short notes on : (3 × 5 = 15)
(a) Personal and Interpersonal Intervention
(b) Learning Organization
(c) Individual causes of Stress.

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