

Roll No.

Total No. of Questions : 11]

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**B.B.A. IVth Semester
Examination April/May, 2017**

DM-19

ORG. BEHAVIOUR

Paper : B-116

Time : 3 Hours]

[Maximum Marks : 35

Section-A

(Objective Type Questions)

1×5=5

Note :- Attempt any *five* questions from eight questions given below.

1. Choose the correct answer.

- (i) Scientific management approach is developed by :
- | | |
|-----------------|-----------------|
| (a) Elton Mayo | (b) Henry Fayol |
| (c) F.W. Taylor | (d) A. Maslow |

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(1)

Turn Over

(ii) "Cognitive Theory" of learning was given by :

- | | |
|-------------|------------|
| (a) Skinner | (b) Pavlov |
| (c) Tolman | (d) Piaget |

(iii) A study of human behaviour in organisational setting is :

- | |
|------------------------------|
| (a) Individual Behaviour |
| (b) Group Behaviour |
| (c) Organisational Behaviour |
| (d) None of the above |

(iv) Which of the following is/are not direct method to solve intergroup conflicts ?

- | |
|--------------------------------------|
| (a) Problem solving |
| (b) Domination by the Management |
| (c) Removing key figures in conflict |
| (d) Persuasion |

(v) A technique to bring changes in the entire organisation, rather than focusing attention on individuals to bring changes easily :

- | |
|------------------------------|
| (a) Organisation development |
| (b) Organisational change |
| (c) Organisational culture |
| (d) Organisational conflicts |

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(2)

(vi) In Maslow's hierarchy needs which of the following pair of needs is ranked as "Lower Order Needs" ?

- (a) Physiological and safety needs
- (b) Physiological and social needs
- (c) Self Actualisation and safety needs
- (d) Social and esteem needs

(vii) The subject of organisational culture has been most influenced by which behavioural science discipline ?

- (a) Anthropology
- (b) Psychology
- (c) Social Psychology
- (d) Political Science

(viii) According to employees love work as play or rest.

- (a) X-theory
- (b) Y-theory
- (c) Z-theory
- (d) None of the above

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Section-B

(Short Answer Type Questions)

3×3=9

Note :- Attempt any *three* questions.

2. What is the importance of inter personal skills ?
3. Do values differ across cultures ? How so ?
4. What are the three key elements of motivation ?
5. Define group. What are the different types of Groups.
6. What are some common barriers to effective communication ?

Section-C

(Long Answer Type Questions)

7×3=21

Note :- Attempt any *three* questions.

7. What are the various theories of Leadership ? Explain any *one* in detail.
8. What are the nine most often identified power or influence tactics and their contingencies ?
9. What are the steps of the conflict process ?
10. What are the functional and dysfunctional effects of organisation culture ?
11. What are the four main approaches to managing organisational change ?

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(4)