

Punjab Technical University
BBA Examination 2007-2008

BBA Semester 2nd ORGANIZATIONAL BEHAVIOUR 2008

Time : 03 Hours Maximum Marks : 75

Instruction to Candidates:

- 1) Section - A is compulsory.**
- 2) Attempt any Nine questions from Section – B.**

Section – A (15 x 2 = 30)

- a) Define Organizational Culture.
 - b) What is emotional intelligence?
 - c) Explain interpersonal conflicts.
 - d) What is meant by politics in organizations?
 - e) What are group norms?
 - f) Explain upward communication.
 - g) Define perception.
 - h) What are emotions?
 - i) Define Reinforcement.
 - j) Hierarchy of needs.
 - k) Explain Transactional Analysis.
 - l) Define Management Grid.
 - m) What is Group Conflict?
 - n) Explain stereotyping.
 - o) Write various types of leadership styles.
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Section – B (9 x 5 = 45)

- Q2) Define organizational behavior in detail.
- Q3) How does management effect perception for management?
- Q4) Explain scope of Organization Behavior in current management scenario.
- Q5) Explain assumptions of McGregor's Theory X and Theory Y.
- Q6) Define communication. What measures should be taken to make the communication effective in an organization.
- Q7) What benefits management can have by using grapevine?
- Q8) What is group Dynamics? How it is important in understanding organizational behavior?
- Q9) Explain the role of Group cohesiveness.
- Q10) How are the Organizational conflicts resolved?
- Q11) Write a note on Transactional Analysis.
- Q12) Explain importance of Stress Management in an Organization.
- Q13) Explain the personality traits that shape the behavior of individuals.