

**Punjab Technical University**  
**BBA Examination 2007-2008**

**BBA (Semester - 2<sup>nd</sup>) ORGANIZATIONAL BEHAVIOUR 2007**

**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.

**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 Organisational 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.