

BBA
2ND SEMESTER
ORGANIZATIONAL BEHAVIOR
BBA-202

Duration: 3 Hrs.

Marks: 70

{ Part : A (Objective) = 20 }
{ Part : B (Descriptive) = 50 }

[PART-B : Descriptive]

Duration: 2 Hrs. 40 Mins.

Marks: 50

[Answer question no. One (1) & any four (4) from the rest]

1. Define Group. Write any four differences between Group and Team. Explain the different stages of Group formation. 1+4+5=10
2. Define Organization Behaviour. Write the Fundamental concept of Organization Behaviour. Explain the 'Nature of People'. 2+4+4=10
3. Explain the challenges and opportunities for OB- special reference to 'Managing Workforce Diversity' and 'Improving Customers' Service'. 10
4. What is Perception? Explain the process of Perception with the help of a diagram. Write different factors that influence the Perception Process. 2+4+4=10
5. Define 'Value' and 'Attitude'? Explain different types of value. Write different components of Attitude. 10
6. Define 'Leader' and 'Follower'. Explain various leadership style. 2+2+6=10
7. Classify and name the different types of Groups. Mention any five importance for joining a Group. 5+5=10
8. What is Motivation? With the help of a diagram - explain Maslow's Need Hierarchy theory of Motivation. 2+8=10

UNIVERSITY OF SCIENCE & TECHNOLOGY, MEGHALAYA



Question Paper CUM Answer Sheet

[PART (A) : OBJECTIVE]

Serial no. of the main Answer sheet

19. The need which is related to hunger, thirst, shelter and cloths is known as _____ need.

- a. Safety need
b. Esteem need
c. Physiological need
d. Social need

20. The personality trait "Liveliness" refers to personality behavior of _____

- a. Cheerful & Enthusiastic
b .Adaptive & Stable
c. Intuitive & Sentimental
d. Bright, Intelligent & Mental capacity

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Course : _____

Semester : _____ Roll No : _____

Enrollment No : _____ Course code : _____

Course Title : _____

Session : _____ 2016-17 _____ Date : _____

Instructions / Guidelines

- The paper contains twenty (20) / ten (10) questions.
The student shall write the answer in the box where it is provided.
The student shall not overwrite / erase any answer and no mark shall be given for such act.
Hand over the question paper cum answer sheet (Objective) within the allotted time (20 minutes / 10 minutes) to the invigilator.

Table with 3 columns: Full Marks, Marks Obtained, Remarks. Full Marks is 20.

Scrutinizer's Signature

Examiner's Signature

Invigilator's Signature