

**A-1103**

Total Pages : 3

Roll No. ....

**BBA(N)-402**

**Organizational Behavior**

Examination, June 2025

Time : 2:00 Hrs.

Max. Marks : 70

**Note :-** This paper is of Seventy (70) marks divided into Two (02) Sections 'A' and 'B'. Attempt the questions contained in these Sections according to the detailed instructions given therein. *Candidates should limit their answers to the questions on the given answer sheet. No additional (B) answer sheet will be issued.*

**Section-A**

**Long Answer Type Questions**      2×19=38

**Note :-** Section 'A' contains Five (05) Long-answer type questions of Nineteen (19) marks each. Learners are required to answer any *two* (02) questions only.

1. Discuss the model of organizational behavior and management. How does this model guides effective managerial decision-making ?
2. Discuss the major theories of learning that are applicable in organizations. Compare classical conditioning, operant conditioning, and social learning.
3. Define leadership and describe the trait and behavioral approaches to understanding leadership effectiveness.
4. What are the dimensions of 'Big Five Model of Personality Traits and what does it evaluates ? What are the methods of measuring personality ?
5. Differentiate between work groups and work teams. Discuss factors contributing to effective group performance.

### **Section–B**

#### **Short Answer Type Questions      4×8=32**

**Note :-** Section 'B' contains Eight (08) Short-answer type questions of Eight (08) marks each. Learners are required to answer any *four* (04) questions only.

1. Define organizational behavior and explain its relevance to managers.
2. Define perception. What are the stages of the perceptual process ?

3. List and summarise a few organizational strategies for reducing stress.
4. Differentiate between internal and external organizational environments.
5. Define organizational power and list its types.
6. What are the common barriers to effective communication ?
7. Briefly Explain Maslow's Hierarchy of Needs.
8. What are the challenges of managing a diverse workforce ?

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