



KA-3530

Second Year B. B. A. (Sem. III) Examination
October / November – 2012
Organisation Behaviour
(Old Course)

Time : 3 Hours]

[Total Marks : 70

Instructions :

(1)

નીચે દર્શાવેલ નિશાનીવાળી વિગતો ઉત્તરવહી પર અવશ્ય લખવી.
Fillup strictly the details of signs on your answer book.

Name of the Examination :
S. Y. B. B. A. (Sem. 3)

Name of the Subject :
Organisation Behaviour (Old)

Subject Code No. : **3 5 3 0** Section No. (1, 2,.....) : **NIL**

Seat No. :

Student's Signature

- (2) All questions are **compulsory**.
(3) Numbers to the **right** indicate marks allotted for the question.
(4) Answer must be in neat handwriting and to the point.

- 1 Answer the following questions in a few sentences : **5×2=10**
(any **five**)
(i) What is motivation ?
(ii) Name the three types of job attitudes.
(iii) What is fundamental attribution error ?
(iv) What do you mean by "Blind Self" ?
(v) List out the types of group.
(vi) Define "personality".

- 2 Write down the importance of motivation in Organization Behaviour. **10**

OR

- 2 Discuss the factors that help in the formation of attitudes. **10**

- 3 Explain how perception plays an important role in organization. **12**

OR

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[Contd.....

3 What is group dynamics ? Explain the importance of group in organization. 12

4 Explain different personality traits. 14

OR

4 Discuss how conflicts can be resolved. 14

5 Write short notes on : (any two) 6×2=12

(i) Disciplines contributing to OB

(ii) Determinants of group behaviour

(iii) Improving one's perception

6 Read the following case study and answer the questions following it. 12

Rakesh took over an organization that was in need of some major changes. These changes were needed not only to utilize resources to the minimum but also to survive. Most other competitive companies were cost cutting and downsizing.

Rakesh's leadership style was to involve all staff members in a much stronger role to bring about the much needed changes in the organization. Communication in the organization was kept very open and all members were asked to recommend strategies to bring about improvements in the services of the organization.

Rakesh believed that working in teams will always beat individual performers. He also believed that its always better to ask for suggestions from team members to find solutions for a problem than think of a solution alone.

Questions :

(a) Do you think Rakesh was right in thinking that working in teams is better than working alone - Discuss. 6

(b) Which approach to OB has been adopted by Rakesh ? Explain. 6