Q.P. Code: 14223

Second Semester B.B.A. Degree Examination, May/June 2019

(CBCS Scheme)

Business Administration

ORGANIZATIONAL BEHAVIOUR

Time: 3 Hours!

[Max. Marks: 70]

Instructions to Candidates : Answers should be written in English only.

SECTION - A

- 1. Answer any FIVE of the following sub-questions. Each question carries 2 marks: $(5 \times 2 = 10)$
 - (a) What is attitude?
 - (b) Give the meaning of perception.
 - (c) What is job enrichment?
 - (d) What is ABC model?
 - (e) What is organizational change?
 - (f) State any two characteristics of learning.
 - (g) What is organizational behaviour modification?

SECTION - B

Answer any **THREE** of the following questions. Each question carries **6** marks : $(3 \times 6 = 18)$

- Briefly explain the applications of OB in Management.
- Distinguish between positive and negative reinforcement.
- 4. What is resistance? Why change is resisted?
- Briefly explain factors affecting group performance.
- Briefly explain the steps in organizational behaviour modification process.

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Zhe Xu

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