

Exam. Code : 107306

Subject Code : 2073

B.Com. (Prof.) Semester-VI

BCP-602 : ORGANIZATIONAL BEHAVIOUR

Time Allowed—3 Hours]

[Maximum Marks—50

Note— (1) Section A (Question No. 1) consists of 12 very short questions. Attempt any **10** questions. Each carries **1** mark.

(2) Section B and Section-C consists of **four** questions each. Attempt any **two** questions from each Section. Each question in these Sections carries **10** marks.

SECTION-A

1. Write short notes on any **ten** of the following :

- (a) Locus of Control
- (b) Stereotyping
- (c) Cognitive dissonance
- (d) Type A and Type B personality
- (e) Emotional Intelligence
- (f) Perception
- (g) Informal group
- (h) Stroking
- (i) Whistle blowing

- (j) Functional stress
- (k) Intra-group conflict
- (l) Ego states.

SECTION-B

2. "Organizational Behaviour represents interactions among individuals, groups and the organizations" Elucidate this statement.
3. How the personality of a person is determined ? Discuss the personality credits which shape the behaviour of individuals.
4. "Job-related attitudes are significant for understanding organizational behaviour ." Explain this statement.
5. Discuss the concept of perception. Explain the process of attribution and factors affecting it.

SECTION-C

6. "High cohesiveness in a group leads to high productivity." Do you agree ? Discuss.
7. Explain the concept of Transactional Analysis (TA). How does it help in predicting the behaviour of people ?
8. Define the term Stress. Discuss the strategies for coping stress among workers and managers in modern organizations.
9. What are the various reasons of different types of conflicts ? Suggest measures to reduce inter-group conflicts.