Exam. Code : 107306

Subject Code : 2173

B.Com. (Prof.) 6th Semester
ORGANIZATIONAL BEHAVIOUR
Paper—BCP-602

Time Allowed—Three Hours]   [Maximum Marks—50

Note :— (1) Section A (Question No. **1**) consists of *twelve* very short questions. Attempt any *ten* questions. Each question carries **1** mark.

(2) Section B and Section C consist 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) Meaning of Organisation Behaviour

 (b) Difference between Ego and Super-Ego

 (c) Empathy

 (d) Difference between perception and sensation

 (e) Job related attitude

 (f) Components of attitude

 (g) Inter-organisational conflict

(h) Transaction Analysis (TA)

(i) Life Trauma

(j) Features of organization culture

(k) Whistle blowing

(l) Organisation Citizenship Behaviour.

SECTION—B

2. Explain the concept of Organizational Behaviour (OB). Also discuss the various determinants of OB.

3. Explain the determinants of job satisfaction of individuals. What is the influence of job satisfaction on employee turn-over and absenteeism ?

4. Does attitude affect an individual's behaviour ? What is the role of manager in changing the attitude of workers ?

5. Discuss the concept of perception. Explain the process of attribution and factors affecting it.

SECTION—C

6. Explain the various theories related to group formation.

7. Discuss the reasons of various types of conflict in an organization. Suggest measures to resolve inter-group conflicts.

8. Discuss the impact of culture on modern day organization.

9. Explain how does the concept of Transactional Analysis (TA) help in predicting the behaviour of people ?