

B. Voc. Banking & Financial Services - 5th Sem.

(2116)

BVC-503: Organisational Behaviour**Time allowed: 3 hrs.****Max. Marks: 50**

NOTE: PART-A IS CONSISTING OF 12 SUB-QUESTIONS OF ONE MARK EACH, OUT OF WHICH THE CANDIDATES ARE REQUIRED TO ATTEMPT 10 QUESTIONS.

PART-B CONTAINS FOUR FULL LENGTH QUESTIONS OF 10 MARKS EACH, OUT OF WHICH THE CANDIDATES ARE REQUIRED TO ATTEMPT TWO QUESTIONS.

PART-C CONTAINS FOUR FULL LENGTH QUESTIONS OF 10 MARKS EACH, OUT OF WHICH THE CANDIDATES ARE REQUIRED TO ATTEMPT TWO QUESTIONS.

Part-A**Q1. Explain briefly.**

- A. Job Satisfaction
- B. Self Efficacy
- C. Attitude
- D. Perceptual selectivity
- E. Emotional Intelligence
- F. Distinguish between Group and Team?
- G. Psychological Contract
- H. Whistle-Blowing
- I. Cross functional teams
- J. Trust

PART-B

- Q2. What is Organisational Behavior? Discuss the challenges and opportunities for OB.
- Q3. How does perception influence individual behavior? Discuss giving example from your own life.
- Q4. What is Attitude? What are the different levels of attitude change?
- Q5. Discuss the 'Big Five' theory of personality and the five basic dimensions that differentiate various personalities.

PART-C

- Q6. What do you mean by Organisational Citizenship Behaviour? Discuss the forms and suggestions for promoting OCB.
- Q7. What is group? Discuss the stages of group development.
- Q8. What are the sources of conflict and how do these operate under the conflict-escalation and conflict-resolution modes?
- Q9. What is Transactional analysis? Discuss the different life positions in Transactional analysis.

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