

**Exam. Code : 110105**

**Subject Code : 2704**

**Bachelor of Vocation (Banking and Financial  
Services) 5th Semester**

**ORGANIZATIONAL BEHAVIOUR**

**Paper—BVC-503**

Time Allowed—3 Hours]

[Maximum Marks—50

**Note** :— Attempt **FIVE** questions in all. The **FIRST** question of Part-A is compulsory and consists of **12** short questions having **1** mark each. The candidates are required to attempt any **TEN** questions. From Part-B and C the candidates are required to attempt **TWO** questions from each part and each question carries **10** marks.

**PART—A**

1. (1) The Big Five Model.
- (2) Job satisfaction.
- (3) Perceptual Distortions.
- (4) Emotional Intelligence.
- (5) Sources of Emotions.
- (6) Classification of Values.
- (7) Types of Teams.

- (8) Psychological Contract.
- (9) Types of Trust.
- (10) Approaches of Conflict Management.
- (11) Stress coping strategies.
- (12) Cooperation.

### **PART—B**

2. What is Organizational Behaviour ? Discuss the challenges and opportunities for OB.
3. What are the various theories of attitude formation and change ?
4. Define Personality. Discuss the various determinants of individual personality.
5. How does perception influence individual behavior ? Discuss giving example from your own life.

### **PART—C**

6. What is Transactional analysis ? Discuss the categories of deviant organizational behaviour.
7. Discuss the suggestions for promoting organizational citizenship behaviour.
8. What do you understand by Stress ? Discuss the various potential sources of stress.
9. Define organization culture and also explain the main characteristics and components of culture.