

Sr.No.1297

Exam Code: 110105
Subject Code : 2569

**Bachelor of Vocation (Banking & Financial Services) - 5th Semester
(2221)**

Paper : BVC-503 Organisational Behaviour

Time allowed: 3 hrs.

Max. Marks: 50

Note :- Attempt five questions selecting at least one from each section. The 5th question may be attempted from any section. *All questions carry equal marks.*

SECTION-A

- 1) "Organisational Behaviour represents interaction among individuals, groups and organisations." Elucidate.
- 2) Define Values. Discuss the relevance of Values in today's business environment.

SECTION-B

- 3) What are the various barriers to perception and how to overcome them ?
- 4) Write short note on the following :
 - a) Cognitive dissonance theory
 - b) Major job attitudes

SECTION-C

- 5) What are the different stages in group formation ? Explain the various consequences of group cohesiveness.
- 6) Is conflict always dysfunctional ? Explain the various means of resolving conflict.

SECTION-D

- 7) What are individual and group stressors ? Discuss in detail stress-coping strategies ?
- 8) Define deviant organizational behaviour ? Discuss in detail various dimensions and categories of deviant organizational behaviour.

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