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BBA(I) — BUS/1/

2/XI/H

2011

Time : 3 hours

Full Marks : 80

Candidates are required to give their answers in their own words as far as practicable.

The figures in the margin indicate full marks.

Answer from both the Groups as directed.

Group – A

(Objective Type Questions)

Answer all questions.

1. Choose the correct answer of the following :

$2 \times 10 = 20$

(a) Organisational behaviour is the study of :

(i) Human Behaviour

(ii) Group Behaviour

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(Turn over)

(iii) Human and Group Behaviour both

(iv) None of these

(b) Motivation is :

(i) Internal feeling

(ii) External feeling

(iii) Both of these

(iv) None of these

(c) Under Group Dynamics, we study :

(i) Group Activities

(ii) Group Interactions

(iii) Both of these

(iv) None of these

(d) A leader to his followers :

(i) Pulls

(ii) Controls

(iii) Attracts

(iv) Pushes

(e) The main styles of leadership are :

(i) 6

(ii) 5

(iii) 4

(iv) 3

(f) The main causes of conflict are :

(i) Specialisation

(ii) Difference in personalities

(iii) Interdependence

(iv) All of these

(g) Which of the following is not a form of stress ?

(i) Mild

(ii) Stiffer

(iii) Chronic

(iv) Frustrating

(h) Which of the following elements is not associated with Porter and Lawler motivation ?

(i) Effort

(ii) Performance

(iii) Reward

(iv) Equity

(i) Narrow span of management results :

(i) Flat structures

- (ii) Tall structures
 - (iii) Mechanistic structure
 - (iv) Organic structure
- (j) Self-managing team is also known as :
- (i) Empowered Team
 - (ii) Problem solving Team
 - (iii) Cross Functional Team
 - (iv) Virtual Team

Group – B

(Long-answer Type Questions)

Answer any **four** questions : $15 \times 4 = 60$

2. What do you mean by Organisational Behaviour ? Discuss.
3. Explain the different forms of stress.
4. What is motivation ? Discuss the types of motivation.
5. Define Group. Explain the different types of Group.
6. What are the different factors which affect group behaviour in an organisation ?

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7. What do you understand by planned change ?
Discuss its objectives.
8. Discuss the contribution of Elton Mayo in the field
of human relationship.
9. Define leadership. Discuss the different types of
leadership.
10. Define conflict. Describe the causes of conflict.

The figures in the margin indicate full marks



Answer in words to the Group as directed

Group - A

Objective Type Questions

Answerable in 15

1. What is the correct answer of the following

1. Objective type questions are

1. Multiple choice

2. True or False