

MC-173

Seat No. _____

Third Year B. B. A. Examination

March / April – 2003

Organisational Behaviour

Time : 3 Hours]

[Total Marks : 70

- Instructions :** (1) All questions carry **equal** marks.
(2) There are **five** questions in question paper.

- 1** (a) What is Organizational Behaviour ? Explain briefly the fundamental concepts of Organisational Behaviour.
(b) Discuss the supportive and collegial models of Organisational Behaviour.

OR

- 1** (a) Explain the importance of communication and discuss personal and semantic barriers affecting communication.
(b) Explain the importance of status and describe various status symbols.
- 2** (a) Bring out the similarities and differences between *Maslow* and *Herzberg's* models.
(b) Explain *Victor Vroom's* expectancy model of motivation.

OR

- 2** (a) Explain the importance of economic incentive system and discuss briefly profit sharing and gain sharing.
(b) Discuss *Fiedler's* contingency model of leadership.
- 3** (a) What is participation ? Discuss any three programmes of participation.
(b) What is job satisfaction ? Discuss elements of job satisfaction.

OR

- 3** (a) What is Quality of Work Life ? Differentiate Job Enlargement and Job Enrichment.
(b) What is conflict ? Discuss effects of conflict.

- 4 (a) Why does informal organization emerge ? Discuss benefits of informal organisation.
(b) Write a detailed note on Matrix Organisation.

OR

- 4 (a) What is counselling ? Discuss functions of counselling.
(b) Why do employee resist change ? – Explain.

- 5 Write short notes on : (any **two**)
(i) Economic and Psychological contract
(ii) Rumour as an informal communication
(iii) Types of power
(iv) Job involvement and Organization commitment.
