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MS – 427

**II Semester B.B.M. Examination, May/June 2014**  
**(Semester Scheme)**  
**(Repeaters) (2011-12 Only)**  
**BUSINESS MANAGEMENT**  
**Paper – 2.5 : Organisational Behaviour**

Time : 3 Hours

Max. Marks : 100

**Instruction :** Answer should be written completely in **English**.

SECTION – A

I. Answer **any eight** sub-questions. **Each** sub-question carries **2** marks. **(8×2=16)**

- a) What is interactive behaviour ?
- b) Define the term "Group Dynamics".
- c) State the meaning of autocratic leadership.
- d) State any two characteristics of learning.
- e) State the meaning of internal locus of control.
- f) What is meant by role conflict ?
- g) What is perceptual selectivity ?
- h) What is motivation ?
- i) What is organisational change ?
- j) Define personality.



SECTION – B

II. Answer **any three** of the following questions. **Each** question carries **eight** marks. **(3×8=24)**

- 2) Give the merits and demerits of financial incentives.
- 3) Differentiate between formal groups and informal groups.
- 4) Explain the steps in organisational behaviour modification process.
- 5) Write a short note on factors influencing perception.
- 6) What are different types of change ? Explain in brief.

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SECTION – C

III. Answer **any four** of the following questions. **Each** question carries **15** marks.

**(4×15=60)**

- 7) Discuss the different stages of group formation and development.
  - 8) Compare and contrast Maslow's theory of motivation and Herzberg two factor theory of motivation.
  - 9) Define attitude. State the characteristics and components of attitude.
  - 10) Explain in detail various leadership styles with appropriate examples.
  - 11) Why do people resist change ? Explain the various techniques to overcome resistance to change.
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