

(i) Printed Pages : 2

Roll No.

(ii) Questions : 14

Sub. Code :

0	8	8	3
---	---	---	---

Exam. Code :

0	0	2	2
---	---	---	---

Bachelor of Business Administration 2nd Semester

1046

PSYCHOLOGY FOR MANAGERS

Paper : BBA 125

Time Allowed : Three Hours]

[Maximum Marks : 80

Note : Attempt **four** questions from Section A carrying 5 marks for each question. Attempt any **two** questions from Section B carrying 15 marks for each question. Attempt any **two** questions from Section C carrying 15 marks for each question.

SECTION-A

- I. How is the study of 'Organisational Behaviour' beneficial for organizations ?
- II. Write a note on the concept of Transactional Analysis.
- III. What are emotions ? Define the term emotional labour.
- IV. Differentiate between groups and teams.
- V. Explain the Managerial Grid given by Blake and Mouton.
- VI. Define and differentiate Transactional and Transformational change.

4×5=20

SECTION-B

- VII. Define the term 'Organisational Behaviour'. Discuss the three levels of analysis in the OB model.
- VIII. Describe the term 'behaviour modification'. What are the various steps involved in the process of behaviour modification ?
- IX. What is Attribution Theory ? What are its implications for explaining organizational behaviour ?
- X. Define the terms 'values' and 'attitudes'. What are the various components of attitudes ? What are the common work related attitudes ?
- 2×15=30

SECTION-C

- XI. Write a detailed note on the content theories of motivation.
- XII. What do you understand by the term 'group cohesiveness' ? Discuss the measures that organizations can take to increase group cohesiveness.
- XIII. Define the term 'leadership'. Explain the Fiedler's Contingency Theory of Leadership in detail.
- XIV. Write notes on :
- (a) Characteristics of Organisational Culture
 - (b) Stress management strategies.
- 2×15=30