

1/H-65 (iii) (Syllabus-2015)

2022

(November)

BUSINESS ADMINISTRATION

(Honours)

(BBAH-103)

**(Business Management and
Organizational Behaviour)**

Marks : 75

Time : 3 hours

*The figures in the margin indicate full marks
for the questions*

PART—A

(Marks : 15)

UNIT—I

- 1. How is formal organization different from informal organization? : 3**

Or

List three different types of departmentation and define each one briefly.

(2)

UNIT—II

2. What is staffing? Why is it needed? 1+2=3

Or

How can planning act as a control system? 3

UNIT—III

3. Briefly explain the three components of attitude. 3

Or

Explain overconfidence bias as a perceptual error in decision making.

UNIT—IV

4. Explain the term 'social loafing'. 3

Or

What are the strengths of group decision making?

UNIT—V

5. Explain briefly three conflict-stimulation techniques. 3

Or

How is a mediator different from an arbitrator?

(3)

PART—B

(Marks : 50)

UNIT—I

6. Describe about the processes involved in rational decision making model. 10

Or

What are the three major types of plans that can help managers achieve their organization's goals? Explain each one briefly.

UNIT—II

7. What are the characteristics or qualities required by a control system in order for it to be effective? 10

Or

What are the external sources of recruitment? What are the advantages and disadvantages of each? 4+6=10

UNIT—III

8. Explain Herzberg's two-factor theory. In the light of this theory, how might a manager motivate employees? 7+3=10

Or

Identify and briefly describe the five key traits in the big five personality model. 10

(4)

UNIT—IV

9. How do group norms and status influence an individual's behaviour? 5+5=10

Or

What are the different techniques for group decision making? 10

UNIT—V

10. Explain the two Bargaining Strategies : 5+5=10

(a) Distributive Bargaining

(b) Integrative Bargaining

Or

Elaborate on Fiedler's contingency model of leadership. Explain the reconceptualised version of his original theory. 7+3=10

PART—C

(Marks : 10)

11. Read the given scenario and answer the following questions :

You are part of a group making a decision about whether it is appropriate to discontinue research on a new drug. This new drug would save lives, but it is uncertain whether you can develop it within a reasonable time frame and at a reasonable

(5)

cost. Your firm has already spent a small fortune on this drug. You have gathered so much information in preparation to making the decision that you are unable to sort the good information from the unnecessary data. Well after you have started trying to make a decision, new information comes to light that implies that the drug may be able to be synthesized much more cheaply than was previously thought.

Questions :

- (a) What common error/bias in decision making must you try to avoid when integrating this new information? 5
- (b) The group decides to continue the project so that all the resources already spent on it will not have been wasted. What error has the group committed in this case? 5
