

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

2 0 1 8

(October)

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. Define programmed and non-programmed decisions.**

3

Or

Differentiate between efficiency and effectiveness.

(2)

UNIT—II

2. What is concurrent control? 3
Or

What is delegation?

UNIT—III

3. In relation to McGregor's theory on motivation, what are the assumptions held by a theory Y manager? 3
Or

What is core-self evaluation?

UNIT—IV

4. Describe the relationship between group cohesiveness and productivity. 3
Or

How does group size affect a group's behaviour?

UNIT—V

5. Differentiate between distributive and integrative bargainings. 3
Or

Briefly explain the components of Blake and Mouton's managerial grid.

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(Continued)

(3)

PART—B

(Marks : 50)

UNIT—I

6. Briefly explain the difference between line and staff authority with the help of appropriate examples. 10

Or

Discuss the differences between a formal and an informal organization.

UNIT—II

7. What is the importance of training? Explain any one method of training. 5+5=10

Or

Briefly explain the process of controlling. 10

UNIT—III

8. List and describe the value dimensions of culture identified by Geert Hofstede. 10

Or

Identify and briefly describe the five key traits in the Big Five personality model.

D9/23

(Turn Over)

(4)

UNIT—IV

9. Name and explain the stages in the five-stage model of formal group development. 10

Or

What is group think? What causes group think? Discuss some of the measures to minimize group think. 2+2+6=10

UNIT—V

10. Discuss Robert House's Path-Goal theory of leadership. 10

Or

Discuss some of the methods commonly used to reduce dysfunctional conflict.

PART—C

(Marks : 10)

11. Read the following scenario and answer the questions follow it :

The students in your class are presenting their oral presentations in front of the entire class. You have heard that there are frequently used shortcuts to judging others and are wondering if any of these are also being used by your teacher.

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(Continued)

(5)

Anita has already presented two excellent reports in the last two months for which she received the highest grade. However, the current report she had just presented is clearly not as good as her first two reports.

- (a) Will the teacher give Anita, the same high grade as her previous two reports? Why or why not? 5
- (b) Considering the fact that Anita has not presented a great report, would you be willing to present your report right after her? Why or why not? 5

D9—900/23

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