

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

**2019**

**( October )**

**BUSINESS ADMINISTRATION**

**( Honours )**

**( BBAH-103 )**

**( Business Management and  
Organisational Behaviour )**

**Marks : 75**

**Time : 3 hours**

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

**PART—A**

**( Marks : 15 )**

**UNIT—I**

- 1. What is a matrix structure? 3**

**Or**

**Differentiate between line and staff  
authority.**

**UNIT—II**

- 2. What is staffing? 3**

**Or**

**What are feed-forward and feedback  
control?**

( 2 )

UNIT—III

3. Briefly explain the cognitive evaluation theory of motivation.

3

Or

What is the relationship between age and the organisational issues of productivity, turnover and satisfaction?

UNIT—IV

4. Explain the terms role identify, role expectation and role perception.

3

Or

What are formal and informal groups?

UNIT—V

5. List the differences between transactional and transformational leadership styles.

3

Or

Briefly explain the basic conditions generally associated to be the sources of conflict.

( 3 )

PART—B

( Marks : 50 )

UNIT—I

6. Elaborate the statement "An organisation cannot be totally centralised or totally decentralised."

10

Or

What is rational decision making? What are the limitations to rational decision making?

5+5=10

UNIT—II

7. List different sources of recruitment. What are the advantages and disadvantages of external sources of recruitment?

2+8=10

Or

Is budget a planning or a controlling tool? Justify your answer.

10

UNIT—III

8. What is learning? Discuss the theory of Classical Conditioning citing a suitable example.

2+8=10

Or

Explain equity theory of motivation. How employees might reduce perceived inequity? Comment.

7+3=10

## UNIT—IV

9. Discuss the strengths and weaknesses of group decision making. 10

Or

How do group characteristics like norm, status and size affect individual behaviour as well as performance of the group? 10

## UNIT—V

10. What is impression management? Discuss the techniques used in impression management in the organisational context. 2+8=10

Or

Discuss Hersey and Blanchard situational leadership theory. 10

## PART—C

( Marks : 10 )

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

Apex Solutions Inc. is reorganising itself. You and the new work group made up of 20 totally new members (including you) who had not met each other previously will now meet and begin working together from the next Monday morning. Your relatively younger supervisor is a little bit unsure about what to expect from the new group.

However, during your course in college, you had the opportunity to study organisational behaviour which gave you a lot more information about the usual stages of group development. Your supervisor has asked your advice about the predictable stages of group development.

Questions :

- (a) Based on your understanding, what would be the most probable behaviour that the supervisor should expect from the new team members, when they meet for the first time on Monday? 3
- (b) What would be your prediction for the most productive stage of the group and why? 3
- (c) Do you expect every individual in the group to actively contribute as you begin working together over a period of time? Give justification. 4

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