

OB/BC-302

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(3rd Semester)

COMMERCE

Paper No. : BC-302

(Organizational Behaviour)

Full Marks : 70

Pass Marks : 45%

Time : 3 hours

(PART : B—DESCRIPTIVE)

(Marks : 45)

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

1. (a) Define organizational behaviour. Discuss the major disciplines contributing to organizational behaviour. 2+7=9

Or

- (b) Explain different models of organizational behaviour. 9

2. (a) Discuss various theories of learning. 9

Or

- (b) What do you mean by development of perceptual skills? Discuss the measures for improving managerial perception. 2+7=9

(2)

3. (a) What is transactional analysis? Explain different types of transaction. 2+7=9

Or

- (b) Is it possible to change unfavourable attitudes of employees towards a more favourable direction? Discuss. 9

4. (a) What do you mean by organizational conflict? Discuss the nature of conflict in an organization. 2+7=9

Or

- (b) What are the factors due to which people resist change? How can resistance to change be overcome? 5+4=9

5. (a) What do you understand by organizational development? Discuss the steps or process in organizational development. 2+7=9

Or

- (b) Explain the survey feedback and grid organizational development. 5+4=9

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