

---

**UTTARAKHAND OPEN UNIVERSITY, HALDWANI (NAINITAL)**

---



**Programme Name-BBA-Third Semester**  
**Programme Code-BBA-12**  
**Course Name- Organisational Behaviour**

**Course Code-BBA 301**

**Maximum Marks-40**

**Session -2015-16 , Summer**

**Last Date of Submission: 31<sup>st</sup> January , 2016**

---

**Section-A**

**Section 'A' contains 08 short answer type questions of 5 marks each. Learners are required to answers 4 questions only. Answers of short answer-type questions must be restricted to 250 words approximately.**

**Discuss the following (1-8) –**

1. Define organisational behaviour (OB).
2. Environmental factors affected human behaviour.
3. What is perception?
4. Techniques of measuring job satisfaction.
5. Sources of stress.
6. Techniques of group decision making.
7. Group Cohesiveness.
8. Advantages of committees.

**Section-B**

**Section 'B' contains 04 long answer-type questions of 10 marks each. Learners are required to answers 02 questions only.**

1. Fredrick W. Taylor is known as the father of scientific management in terms of improving efficiency and productivity. Do you agree with his philosophy? Give reasons for your views either pro or against his philosophy.
2. Explain in detail some of the environmental factors that form a part of the personality? Can a change in these factors change the personality as well? Support your reasons.
3. What is job satisfaction? What is its relationship with productivity, absenteeism, turnover and accidents?
4. Compare and contrast Maslow's need hierarchy theory with Herzberg's two factor theory of motivation.