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SEAT No. \_\_\_\_\_

No. of Printed Pages : 1

**SARDAR PATEL UNIVERSITY**

**F Y BBA (HM / TTM) Examination**

**Semester – 2<sup>nd</sup>**

**Subject: - Organizational Behaviour for Services Sector**

**Code: - UM02CBBH07**

**Date: - 01/04/2019**

**Time: - 2:00 to 4:00 PM**

**Day: - Monday**

**Mark: - 60**

Q. 1. Discuss in detail contributing disciplines to Organisational Behaviour. (15)

**OR**

Q. 1. Define organizational behavior. Also, discuss scope of Organizational Behaviour. (15)

Q. 2. Explain perception and discuss perceptual process. (15)

**OR**

Q. 2. What is personality? Also, discuss the determinants of personality. (15)

Q. 3. Discuss classical conditioning theory in detail. (15)

**OR**

Q. 3. What is learning? Discuss difference between operant conditioning and classical conditioning. (15)

Q. 4. Define group and discuss stages group of development. (15)

**OR**

Q. 4. Define group and its characteristics in detail. (15)

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