

[121/128]

SEAT No.

No. of Printed Pages : 4

SARDAR PATEL UNIVERSITY

F Y BBA (HM / TTM) Examination

Semester – 2nd

Subject: - Organizational Behaviour for Services Sector

Code: - UM02DBBH21 / T21

Date: - 29/03/2019

Time: - 02: 00 To 04: 00 PM

Day: - Friday

Mark: - 60

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

OR

Q. 1. What is Organizational Behaviour? Also, discuss in detail contributing disciplines to OB. (15)

Q. 2. Explain perception and discuss perceptual process with diagram. (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 operant learning? Discuss difference between operant conditioning and classical conditioning. (15)

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

OR

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

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