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**SARDAR PATEL UNIVERSITY**  
**BBA (ITM) SEMESTER VI**  
**MONDAY 9<sup>th</sup> APRIL 2018**  
**TIME: 10:00AM TO 12:00PM**  
**UM06EBBI06 ORGANIZATIONAL BEHAVIOUR-II**

**MARKS: 60**

**NOTE: Figures to the right indicate marks.**

- Q.1 Define perception and discuss at length the perceptual selectivity [15]  
OR
- Q1 [A] Explain the various methods of developing perceptual skills. [08]  
[B] Write a note on importance of perception. [07]
- Q.2 Discuss at length the factors in resistance to organization change. [15]  
OR
- Q.2 Write a descriptive note on Conflict Management. [15]
- Q.3 Discuss the steps for developing a sound organizational culture. [15]  
OR
- Q.3 [A] Give explanation on impact of organizational culture. [08]  
[B] Clarify briefly the types of organizational culture. [07]
- Q.4 Define the term organizational development .Explicate the concept with [15]  
its nature and process.  
OR
- Q.4 Discuss in detail MBO as an OD intervention technique. [15]
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