

(A-3)

SEAT No. _____

No. of printed pages: 01

SARDAR PATEL UNIVERSITY
T.Y.BBA (Honours) (ITM) (SEM-VI) EXAMINATION 2019
Thursday, 4th April, 2019
10:00 a.m to 12:00 p.m.
UM06EBBI06 ORGANISATIONAL BEHAVIOUR -II

TOTAL MARKS: 60

- NOTE: 1) All questions have internal choices.
2) Figures to the right indicate full marks of the question.

- Q1(A) Discuss the process of perception. (08)
(B) Write a note on developing perceptual skill (07)

OR

- Q1 Clarify the concept of perception and explain its importance. (15)

- Q2 Elaborate the factors influencing organizational change. (15)

OR

- Q2 Write a detailed note:
1. Positive and negative aspects of conflict (08)
2. Conflict management (07)

- Q3 Describe the steps for developing a sound organizational culture. (15)

OR

- Q3 Discuss the characteristics and functions of organizational culture. (15)

- Q4 What is organizational development? Explain the process of organizational development. (15)

OR

- Q4 Write a detailed note on:
1. Sensitivity training (08)
2. Team building. (07)

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(1)