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**SARDAR PATEL UNIVERSITY**  
Vallabh Vidyanagar

**BBA SEMESTER – III (Honours) (HM) (TTM) Examination 2016**

**Subject: Organisational Behavior for Services Sector**

**Subject Code: UM03CBBH05 /T05**

**Date: 07/ 12/2016**

**Marks: 60**

**Day: Wednesday**

**Time: 02:00 PM to 04:00 PM**

Q: 1 Define OB and discuss key elements of OB. Also, discuss in brief scope of OB. (15)

**OR**

Q: 1 Define OB. Discuss in detail contributing disciplines to OB (15)

Q: 2 Define Personality and also discuss what determinants personality. (15)

**OR**

Q: 2 How Personality develops? (15)

Q: 3 Explain 'Perception' and discuss perceptual process. (15)

**OR**

Q: 3 Define Learning and discuss determinants of learning. (15)

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

**OR**

Q: 4 Write notes on: (15)

- Group Norms,
- Group Cohesion
- Group Role.

**-X-X-X-X-X-X-**