

[66 & 73]  
A-59 & A-60

No. of Printed Pages: 1

**SARDAR PATEL UNIVERSITY**  
Vallabh Vidyanagar

**SEM – II F Y BBA (Honours) (HM & TTM) EXAMINATION**

**Subject: Organizational Behavior for Services Sector**

**Code: UM02CBBH07 and UM02CBBT07**

**Date: 04/04/2016**

**Marks: 60**

**Day: Monday**

**Time: 02:30 to 04:30 PM**

- Q: 1 Define Organizational Behavior and discuss in detail contribution to OB (15)  
OR  
Q: 1 Define Organizational Behavior and discuss in detail key elements of OB (15)
- Q: 2 Define Personality and discuss in detail determinants of personality (15)  
OR  
Q: 2 (a) Define Personality and discuss Type Theory and Trait Theory (10)  
(b) Discuss big five model (05)
- Q: 3 Define Learning and discussion Classical Conditioning theory. (15)  
OR  
Q: 3 Discuss operant and Cognitive learning theories. (15)
- Q: 4 Define group and list its characteristics. (15)  
OR  
Q: 4 Write five stages of group development. (15)

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