

SEAT No. \_\_\_\_\_

No. of Printed Pages: 01

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**SARDAR PATEL UNIVERSITY**  
**B.B.A. (ISM) (IV Semester) EXAMINATION**  
**Monday, 23<sup>rd</sup> April 2018**  
**10.00 a.m. to 12.00 p.m.**  
**ORGANISATIONAL BEHAVIOUR**  
**(UM04CBBS07)**

Maximum Marks: 60

- Q.1** Clarify the concept of Organisational Behavior and discuss in detail its nature and major challenges. **15**

OR

- Q.1** Clarify the concept of Organisational Behavior and discuss in detail major contributing disciplines. **15**

- Q.2** Identify the major reasons of organisational politics and discuss in detail mechanism to manage it. **15**

OR

- Q.2** What do we mean by organisational power? Discuss in detail its bases and importance. **15**

- Q.3** What do we mean by organisational change? Discuss the major internal and external factors affecting. **15**

OR

- Q.3** Write a note on following: **05×03=15**  
 1) Change Process.  
 2) Human response to change.  
 3) Management of change.

- Q.4** What do we mean by organisational conflict? Explain the major types of conflict. **15**

OR

- Q.4** Explain the major causes of conflict and managing conflict. **15**