INTERNAL

 ASSIGNMENT SET-I

 **SESSION FEB/MAR 2021**

**PROGRAMME BACHELOR OF BUSINESS ADMINISTRATION (BBA)**

 **SEMESTER I**

**COURSE CODE & NAME DBB1102 - ORGANIZATIONAL BEHAVIOUR**

**Q1. Mintzberg provided a categorization scheme for defining what managers do based on the managerial roles they use at work. Discuss 10**

**Ans 1.**

In the late 1960s, Henry Mintzberg, conducted a survey on five executives to determine what managers do while carrying out their jobs. Based on the results, he concluded that managers perform 10 different and highly related roles that are attributable to their jobs. According to their relativeness, he then categorized these ten roles into three broad categories, i.e., interpersonal

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**Q2. What is transactional analysis? Describe three ego states and various types of transactions under TA. Support your answers with relevant examples. 3+7 10**

**Ans 2.**

**Transactional analysis:** Transactional Analysis (TA) is a theory developed by Dr. Eric Berne in the 1950s. It is a technique or tool used by people to better understand their own and others’ behavior, especially in interpersonal relationships. TA has its roots deeply fixed in the field of Psychotherapy.

For example, if A sends a message to B and receives a response from B accordingly, then we can

**Q3. Define emotions. Describe the importance of emotions. (Any 8 points). 10**

**Ans 3.**

**Emotions:**

Emotions are defined as a complex pattern of arousal, subjective feelings, and cognitive interpretation involving physiological and psychological reactions. They can also be explained as intense feelings that are directed at someone or something (object). Emotions are often confused with moods and effects. Affect is a broad concept and includes a wide range of feelings that we