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| **SESSION** | **JUL/AUG 2021** |
| **PROGRAM** | **BACHELOR OF BUSINESS ADMINISTRATION (BBA)** |
| **SEMESTER** | **I** |
| **COURSE CODE & NAME** | **DBB1102 – ORGANIZATIONAL BEHAVIOUR** |

**Set – I**

**Q1. What are the basic foundations or approach to the study of OB? Explain each of them. 5+5**

**Ans 1.**

**Foundations or Approaches to Organizational Behavior:** OB is multidisciplinary in nature. OB is an applied behavioral science, which has emerged out of a variety of social science disciplines such as, Psychology, Sociology, Social Psychology , Anthropology, Political Science, Economics etc. (as discussed below).It applies the knowledge gained about individuals and groups and visualizes the effect of structure on behavior, in order to make organizations

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**Q2. Discuss the various types of departmentation with suitable examples. 5+5**

**Ans 2.**

**Departmentation –** Departmentation is the process of classifying and grouping all the activities of an organization into different units and sub- units. There are certain fundamental methods of dividing the duties and responsibilities within an organization structure. The important one’s are as follows:

i) Departmentation by function

ii) Departmentation

**Q3. Explain the concept of personality. How is the study of personality helpful for managers? 5+5**

**Ans 3.**

**Concept of personality:**

The word ‘personality’ has been derived from the Latin word persona that means to speak through. The concept goes back to the people of ancient Greece and Rome. During those days the public of Greece and Rome entertained themselves through stage shows. The actors of the show used to wear huge masks for representing their ideas very sharply. Thus, it was treated as a way to influence people. From there the term personality got evolved. Personality refers to individuals’ traits that can be both external and internal. It helps in

**Set – II**

**Q4. Define Motivation. Why is motivation important for an organization? Discuss intrinsic and extrinsic motivation. 3+3+4**

**Ans 4.**

**Motivation:** The term ‘motivation’ has its origin in the Latin word “mover” which means to “move”. Thus, motivation stands for movement. One can move people by incentives or threats which can have a limited effect. These work for a while and then need to be repeated, increased or reinforced to secure further movement. The term motivation may be defined as “the managerial function of ascertaining the motives of subordinates and helping them to realize those motives”.

According to Dubin,

**Q5. Name and explain the methods used to manage cultural diversity in organizations. 5+5**

**Ans 5.**

The business leaders have to face a number of challenges due to increased diversity. Though not all problems occur due to cultural changes, there can be clashes due to different personalities, gender, competence, ability or other perceived factors. But we cannot even take the cultural aspect lightly as it proves to be a very sensitive issue.

Hence, to manage the cultural

**Q6. Why do people resist change? Discuss the strategies which can be adapted to overcome resistance to change. 5+5**

**Ans 6.**

**People resist change:** In any organization where change is introduced, people and groups can react in different ways. There can be great support and active resistance too. If people do not have enough information regarding the process and impact of change, people resist change. There can be various other reasons for resistance to change.