

**B.V. Patel Institute of Business Management, Computer & Information Technology**  
**Uka Tarsadia University**  
**2<sup>nd</sup> Internal Examination, BBA 3<sup>rd</sup> Semester**  
**030030313: Organisational Behaviour**

**Marks: 50**

**Date: 13/10/2017**

**Time: 2 hrs.**

<b>Q-1 Answer the following. (Any Eight)</b>		<b>[16]</b>
1.	List the categories of stress symptoms.	
2.	Which are the various symptoms of psychological stress?	
3.	What are the suggested measures for primary interventions?	
4.	List the types of teams.	
5.	What is the limitation of virtual team?	
6.	Differentiate between formal and informal groups.	
7.	List the three levels of conflict.	
8.	Differentiate between competition and conflict.	
9.	Give any two reasons for role conflict.	
<b>Q-2 Answer the following. (Any Two)</b>		<b>[20]</b>
1.	Explain in detail process of group formation with the help of an example.	
2.	Discuss in detail various styles of handling interpersonal conflict with the help of appropriate examples.	
3.	Discuss the importance of groups for organizations and individuals.	
<b>Q-3 Answer the following in detail. (Any Two)</b>		<b>[14]</b>
1.	Discuss in detail causes of stress.	
2.	List and explain sources of conflicts at various levels.	
3.	Explain in detail five factor model of personality.	