

Seat No. : \_\_\_\_\_

# MM-110

March-2019

B.B.A., Sem.-VI

CC-309 : Organisational Behaviour - II

Time : 2:30 Hours]

[Max. Marks : 70

1. (A) (i) Narrate Victor Vroom's expectancy theory. 7  
(ii) Narrate Hersey and Blanchard's leadership model. 7  
OR  
(i) Explain equity theory of motivation.  
(ii) Write a note on mentoring and transformational leadership.
- (B) Answer the following : (Any Four out of Six) 4  
(1) Locus of control is a \_\_\_\_\_ related variable.  
(situation, environment, subordinate)  
(2) Path goal theory is based on leadership and \_\_\_\_\_.  
(motivation, remuneration, followership)  
(3) \_\_\_\_\_ is provided externally. (coaching, mentoring, both)  
(4) Mentor protects and sponsors \_\_\_\_\_. (mentor, protege, leader)  
(5) \_\_\_\_\_ leader is one who visualizes a distant future,  
(transformational, transactional, both)  
(6) Expectancy theory is \_\_\_\_\_ theory of motivation,  
(content, comparison, process)
2. (A) (i) Write a note on functional and dysfunctional conflicts. 7  
(ii) Write a note on communication of culture through socialization and individualization. 7  
OR  
(i) Write a note on economic and psychological contract.  
(ii) Narrate conflict resolving strategies.
- (B) MCQs : (Any Four out of Six) 4  
(1) Lockouts take place due to \_\_\_\_\_ conflict.  
(functional, positive, dysfunctional)  
(2) Suppression by a manager is \_\_\_\_\_.  
(domination, negotiation, confrontation)  
(3) \_\_\_\_\_ is external neutral professional helpful in resolution of conflict.  
(consultant, mentor, both)

- (4) \_\_\_\_\_ is followed when parties adopt rigid position and unwilling to compromise. (compromise, communication, confrontation)
- (5) \_\_\_\_\_ stage of socialization suggest taking place of long term changes. (prearrival, encounter, metamorphosis)
- (6) \_\_\_\_\_ shows low level of socialization and low level of individualism. (rebel, conformist, isolated)
3. (A) (i) Narrate functions of counselling. 7  
(ii) Narrate transactional analysis. 7  
OR  
(i) Write a note on techniques of Quality of Work Life.  
(ii) Write a note on stress performance relationship.
- (B) MCQs : (Any Three out of Five) 3  
(1) \_\_\_\_\_ of work life is connected to better on the job life. (quality, questioning, query)  
(2) \_\_\_\_\_ allows employees freedom to set timetable. (flexi timing, multi timing, multi-tasking)  
(3) \_\_\_\_\_ technique can be used for regulation of stress. (cognitive modification, efficacy building, both)  
(4) \_\_\_\_\_ is cause of stress. (stressor, motivation, leadership)  
(5) \_\_\_\_\_ is combination of directive and non-directive counseling. (participative, profitable, probable)
4. (A) (i) Explain improving people skills and empowering people as challenge.  
(ii) Explain quality, customer services and innovation as challenge.  
OR  
(i) Explain privacy issues and sexual harassment.  
(ii) Explain barriers to cultural adaptation.
- (B) MCQs : (Any Three out of Five) 3  
(1) \_\_\_\_\_ is for cultural adaptation. (pre departure training, parochialism, ethnocentrism)  
(2) \_\_\_\_\_ culture rely heavily on non-verbal and situational clues. (cross, high context, low context)  
(3) Repatriation refers to readjusting to homeland by \_\_\_\_\_. (repatriate, expatriate, oriented)  
(4) \_\_\_\_\_ shock refers to anxiety in the homeland organization in home country. (reverse cultural, reverse, cultural)  
(5) CQ stands for \_\_\_\_\_ quotient. (control, cultural, care)