

Seat No. : _____

SI-135

September-2020

BBA., Sem.-VI

CC-309 : Organizational Behaviour-II

Time : 2 Hours]

[Max. Marks : 50

SECTION – 1

40

Attempt any **two** questions :

Note : Complete set i.e. A and B of same question number needs to be answered.

1. (A) Explain expectancy theory. **10**
(B) Narrate Hersey and Blanchard's leadership model. **10**
2. (A) Narrate functional and dysfunctional conflicts. **10**
(B) Narrate economic and psychological contract. **10**
3. (A) Describe techniques of Quality of Work Life. **10**
(B) Narrate types of counselling. **10**
4. (A) Explain challenges for OB. **10**
(B) Explain issues related to ethical behaviour. **10**

SECTION – 2

10

5. Attempt any **10 MCQs** :
 - (1) Frustration-regression involves:
 - (a) tendency to pursue lower-order needs when higher-order needs are no longer satisfied.
 - (b) attempting to satisfy a higher-order need too soon.
 - (c) getting burned out and giving up on fulfilling needs.
 - (d) taking on too much by working on all needs simultaneously.
 - (e) None of above

- (2) According to _____, motivators like achievement, affiliation and power are learned.
- (a) McClelland (b) Adams
(c) Alderfer (d) Vroom
(e) none of above
- (3) Considered as one of the justice theories, __ theory was developed in the 1960s by J. Stacy Adams.
- (a) Equity (b) Need
(c) Expectancy (d) ERG
(e) none of above
- (4) _____ is the matching leadership style for M4 maturity level.
- (a) Telling (b) Selling
(c) Participating (d) Delegating
(e) None of above
- (5) _____ is called guru and _____ is known as shishya.
- (a) mentor, protégé (b) protégé, mentor
(c) mentor, leader (d) lender, mentor
(e) none of above
- (6) _____ leader visualizes distant future and thinks beyond the limit.
- (a) transactional (b) transnational
(c) transformational (d) transitive
(e) None of above
- (7) _____ denotes disagreement.
- (a) conflict (b) communication
(c) contract (d) harmony
(e) None of above
- (8) _____ conflict supports the goals and improves performance.
- (a) functional (b) dysfunctional
(c) ill-functional (d) counter productive
(e) None of above
- (9) _____ is third party to a negotiation having authority to dictate an agreement.
- (a) arbitrator (b) conciliator
(c) confronter (d) umpire
(e) None of above

- (10) Stage/s of socialization are :
- (a) per arrival (b) encounter
(c) metamorphosis (d) All of above
(e) None of above
- (11) _____ contract specifies what employees should do for organization's economic performance.
- (a) economic (b) psychological
(c) functional (d) dysfunctional
(e) None of above
- (12) _____ contract reflects attitude, morale, satisfaction, etc.
- (a) economic (b) psychological
(c) functional (d) dysfunctional
(e) None of above
- (13) A person who has emotional problems and receives counselling is _____.
- (a) counselee (b) counsellor
(c) consulate (d) contractor
(e) None of above
- (14) _____ is same as giving encouragement or confidence building.
- (a) Comment (b) Yelling
(c) Reassurance (d) Clarity
(e) None of above
- (15) _____ provides full direction and _____ provides no direction.
- (a) directive, non-directive (b) psychological, non-directive
(c) non-directive, psychological (d) non-directive, directive
(e) None of above
- (16) _____ transactions are known as ulterior transactions.
- (a) unknown (b) hidden
(c) mysterious (d) All of above
(e) None of above
- (17) _____ stroke makes one feel ok like word of recognition.
- (a) positive (b) psychological
(c) negative (d) transitive
(e) none of above

- (18) _____ is cost effective option to improve productivity and service quality.
- (a) outsourcing (b) insourcing
(c) intersourcing (d) intrasourcing
(e) none of above
- (19) _____ refers to organization's biased treatment of other individuals or groups.
- (a) discrimination (b) justice
(c) equality (d) fairness
(e) None of above
- (20) _____ means state of mind due to which people see the situation around them from own perspective.
- (a) ethnocentrism (b) parochialism
(c) cultural shock (d) reverse cultural shock
(e) None of above

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