

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

# JB-102

July-2021

BBA., Sem.-VI

## CC-309 : Organisational Behaviour - II

Time : 2 Hours]

[Max. Marks : 50

- Instructions : (1) All Questions of Section - I carry equal marks.  
(2) Attempt any two Questions in Section - I.  
(3) Question - 5 in Section - II is COMPULSORY.

### SECTION - I

1. (a) Explain David McClelland's Achievement Theory of Motivation. 10  
(b) Write short note on Mentoring and Coaching. 10
2. (a) Discuss the communication of organisational culture through the process of Socialisation and Individualization. 10  
(b) Discuss conflict resolving strategies. 10
3. (a) Discuss Organisational and Individual level Stress Coping Strategies. 10  
(b) Explain functions of counselling. 10
4. (a) Explain key barriers to Cultural Adaptation. 10  
(b) Write short notes on : Privacy Issues and Sexual Harassment. 10

### SECTION - II

5. MCQ : (Attempt any 10) 10
  - (1) Motivation Force = Valence \* Instrumentality \* \_\_\_\_\_.  
(a) Expected (b) Expectancy  
(c) Expressed (d) None of the above
  - (2) The process of an expatriate's readjusting to homeland position is called \_\_\_\_\_.  
(a) Expatriation (b) Repatriation  
(c) Exhibition (d) None of the above
  - (3) \_\_\_\_\_ type of counselling is counsellor centered.  
(a) Directive (b) Non- Directive  
(c) Participative (d) Transactional

- (4) Organisational \_\_\_\_\_ is the set of assumptions, beliefs, values and norms that are shared by an organisation's member.
- (a) conflict (b) structure  
(c) culture (d) behaviour
- (5) \_\_\_\_\_ theories explain what motivate the people.
- (a) Content (b) Process  
(c) Motivation (d) Leadership
- (6) \_\_\_\_\_ leadership style is characterized by high task and high relationship.
- (a) Telling style (b) Selling style  
(c) Participative style (d) Directive style
- (7) The type of conflict that hinders group performance is called \_\_\_\_\_.
- (a) Functional conflict (b) Dysfunctional conflict  
(c) Optimum conflict (d) Structure conflict
- (8) \_\_\_\_\_ of work life is connected to better on the job life.
- (a) Quantity (b) Quality  
(c) Equality (d) Control
- (9) CQ stands for \_\_\_\_\_ quotient.
- (a) care (b) control  
(c) conflict (d) culture
- (10) \_\_\_\_\_ is combination of directive and non-directive counselling.
- (a) Participative (b) Probability  
(c) Problem solving (d) Pre- departure
- (11) The ERG theory explains frustration \_\_\_\_\_ dimension.
- (a) Co-relation (b) Regression  
(c) Progression (d) None of the above
- (12) \_\_\_\_\_ is the predisposition that people see the situation around them from their own perspective.
- (a) Parochialism (b) Ethnocentrism  
(c) Individualism (d) Socialisation
- (13) \_\_\_\_\_ shows individual preference for outcomes.
- (a) Valence (b) Expectancy  
(c) Instrumentality (d) None of the above
- (14) Mysterious transactions are known as \_\_\_\_\_ in transactional analysis.
- (a) complementary (b) cross  
(c) consultative (d) ulterior
- (15) \_\_\_\_\_ is not generally preferred by the organisation to resolve the conflict.
- (a) Mutual problem solving (b) Effective communication  
(c) Structural Changes (d) Confrontation