

Seat No. : _____

AB-103

April-2023

BBA, Sem.-VI

CC-309 : Organisational Behaviour – II

Time : 2:30 Hours]

[Max. Marks : 70

Instruction : Attempt all questions.

1. (A) Explain David McClelland's Achievement Theory of Motivation. 7
(B) Explain the Fiedler's Contingency theory of leadership. 7
OR
(A) Discuss Victor Vroom's expectancy theory in detail. 7
(B) Write a short note on mentoring and coaching. 7
2. (A) Discuss conflict resolving strategies. 7
(B) Discuss functional and dysfunctional conflicts. 7
OR
(A) Write a note on economic and psychological contract. 7
(B) Explain communication of culture through socialization process. 7
3. (A) Write a note on Transactional analysis and stroking. 7
(B) Discuss the stress level and performance relationship and effects of stress. 7
OR
(A) Discuss techniques of Quality of Work Life. 7
(B) Discuss functions of counselling. 7
4. (A) Explain the barriers to cultural adaptation. 7
(B) Discuss the Challenges for OB. 7
OR
(A) Discuss any two issues related to ethical behaviour. 7
(B) Discuss the measures to overcome barriers to cultural adaptation. 7

5. MCQ : (Attempt any 7)

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- (1) The process of an expatriate's readjusting to homeland position is called _____.
(Expatriation, Repatriation, Exhibition)
- (2) _____ involves giving advice to someone's personal problems.
(Stroking, Counselling, Motivation)
- (3) _____ type of counselling is counselor centered.
(Directive, Non-directive, Participative)
- (4) _____ training is for cultural adaptation.
(Pre-departure, Parochialism, Ethnocentrism)
- (5) CQ stands for _____ quotient. (Control, Cultural, Care)
- (6) Path goal theory is based on leadership and _____.
(Motivation, Remuneration, Followership)
- (7) Heterogeneous mix of employees refers to _____.
(Diversity, Challenges, Dignity)
- (8) _____ shows low level of socialization and low level of individualism.
(Rebel, Conformist, Isolated)
- (9) The ERG theory explains frustration-_____ dimension.
(co-relation, regression, progression)
- (10) The type of conflict that hinders group performance is called _____.
(Functional conflict, optimum conflict, Dysfunctional conflict)
- (11) Mentors protects and sponsors _____. (mentor, protege, leader)
- (12) Suppression by a manager is _____. (dominationPP, negotiation, confrontation)
- _____