

Seat No. : _____

AB-101

April-2016

B.B.A., Sem.-VI

CC-309 : Organisational Behaviour – II

Time : 3 Hours]

[Max. Marks : 70

1. (a) Explain Equity theory as motivation model. 7
- OR**
- Explain Expectancy theory as motivation model.
- (b) Narrate leadership model given by Hersey and Blanchard. 7
- OR**
- Narrate path goal theory of leadership.
2. (a) Explain economic and psychological contract. 7
- OR**
- Explain characteristics of organization culture.
- (b) Narrate socialization and individualization process. 7
- OR**
- Narrate conflict resolution strategies.
3. (a) Explain types of counselling. 7
- OR**
- Explain transactional analysis technique for resolving conflicts.
- (b) Explain quality of work life and its techniques. 7
- OR**
- Narrate stress and job performance relationship.

4. (a) Explain harassment and pay promotion discrimination as challenge to organizational behaviour. 7

OR

Explain empowerment and stimulation for innovation and change as challenge to organizational behaviour.

- (b) Narrate various barriers to cultural adoption. 7

OR

Narrate ways to overcome international internal work force barriers.

5. Fill in the gaps. 14

- (1) $OA/IA > OB/IB$ for A is _____ equity. (+ve, -ve, equality)
- (2) _____ is ideal situation but hardly exists. (+ve equity, -ve equity, equality)
- (3) _____ shows individual preference for outcomes. (valence, expectancy, instrumentality)
- (4) $M = V \times I \times E$ is given by _____. (Vroom, Broom, Groom)
- (5) _____ theory explains relationship between four leadership behaviours and two situational variables. (Path, Goal, Path-goal)
- (6) Functional conflicts and positive outcomes are _____ related. (positively, negatively, neither ways)
- (7) Strikes are examples of _____ conflicts. (zero, functional, dysfunctional)
- (8) Organisational _____ affects and gets affected by individual and group behavior. (culture, theme, anthem)
- (9) _____ receives counselling. (counsellor, counselee, agent)
- (10) No directions refers to _____ counselling (non-directive, directive, participative)
- (11) Mysterious transactions are known as _____ in transactional analysis. (complementary, cross, ulterior)
- (12) Heterogenous mix of employees refers to _____. (diversity, challenge, both)
- (13) Moral standards refer to _____. (ethics, discrimination, harassment)
- (14) Polycentric orientation deals with _____. (parochialism, stress, recruitment)