

Seat No. : _____

OB-111

October-2018

B.B.A., Sem.-VI

CC-309 : Organisational Behaviour – 2

Time : 2 ½ Hours]

[Max. Marks : 70

1. (A) Discuss the equity theory of motivation with its managerial implications. **14**

OR

Explain Hersey and Blanchard's leadership model with its limitations.

- (B) Do as directed : (any **four**) **4**

- (1) According to victor vroom :

Motivation = _____ × _____ × _____

- (2) In the E-R-G model

E stands for _____, R stands for _____, G stands for _____.

- (3) What is valence ?

- (4) Path – Goal theory of leadership was given by _____.

- (5) What is coaching ?

- (6) State the contingency factors in Fiedler's model of leadership.

2. (A) Explain functional and dysfunctional conflicts. **14**

OR

Discuss the communication of organizational culture through the process of socialization and individualization.

- (B) Do as directed : (any **four**) **4**

- (1) State any two characteristics of organization culture.

- (2) Mention any two sources of conflicts.

- (3) A formal written contract regarding terms of employment is _____ contract.

- (4) State five conflict resolving strategies.

- (5) What is psychological contract ?

- (6) Define conflicts.

3. (A) Discuss the different types of counselling. 14

OR

Explain the various techniques of quality of work life.

- (B) Do as directed (any **three**) : 3

- (1) State the functions of counselling.
- (2) Define Stress.
- (3) State any two measures / approaches to stress management.
- (4) Mention any two negative effects of stress.
- (5) What is quality of work life ?

4. (A) What are the barriers to cultural adaptation in managing internal work force ? 14

OR

Discuss any four challenges for organizational behaviour.

- (B) Do as directed (any **three**) : 3

- (1) What is pay discrimination ?
- (2) State any two measures to overcome barriers to cultural adaptation.
- (3) What is ethical behaviour ?
- (4) What is outsourcing ?
- (5) Mention any two activities related to employee privacy issues.