

Seat No. : 924

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