

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