

Seat No. : _____

SI-135

September-2020

BBA., Sem.-VI

CC-309 : Organizational Behaviour-II

Time : 2 Hours]

[Max. Marks : 50

SECTION – 1

40

Attempt any **two** questions :

Note : Complete set i.e. A and B of same question number needs to be answered.

1. (A) Explain expectancy theory. 10
(B) Narrate Hersey and Blanchard's leadership model. 10
2. (A) Narrate functional and dysfunctional conflicts. 10
(B) Narrate economic and psychological contract. 10
3. (A) Describe techniques of Quality of Work Life. 10
(B) Narrate types of counselling. 10
4. (A) Explain challenges for OB. 10
(B) Explain issues related to ethical behaviour. 10

SECTION – 2

10

5. Attempt any **10** MCQs :

(1) Frustration-regression involves:

- (a) tendency to pursue lower-order needs when higher-order needs are no longer satisfied.
- (b) attempting to satisfy a higher-order need too soon.
- (c) getting burned out and giving up on fulfilling needs.
- (d) taking on too much by working on all needs simultaneously.
- (e) None of above

- (2) According to _____, motivators like achievement, affiliation and power are learned.
- (a) McClelland (b) Adams
(c) Alderfer (d) Vroom
(e) none of above
- (3) Considered as one of the justice theories, ___ theory was developed in the 1960s by J. Stacy Adams.
- (a) Equity (b) Need
(c) Expectancy (d) ERG
(e) none of above
- (4) _____ is the matching leadership style for M4 maturity level.
- (a) Telling (b) Selling
(c) Participating (d) Delegating
(e) None of above
- (5) _____ is called guru and _____ is known as shishya.
- (a) mentor, protégé (b) protégé, mentor
(c) mentor, leader (d) lender, mentor
(e) none of above
- (6) _____ leader visualizes distant future and thinks beyond the limit.
- (a) transactional (b) transnational
(c) transformational (d) transitive
(e) None of above
- (7) _____ denotes disagreement.
- (a) conflict (b) communication
(c) contract (d) harmony
(e) None of above
- (8) _____ conflict supports the goals and improves performance.
- (a) functional (b) dysfunctional
(c) ill-functional (d) counter productive
(e) None of above
- (9) _____ is third party to a negotiation having authority to dictate an agreement.
- (a) arbitrator (b) conciliator
(c) confronter (d) umpire
(e) None of above

- (10) Stage/s of socialization are :
- (a) per arrival (b) encounter
(c) metamorphosis (d) All of above
(e) None of above
- (11) _____ contract specifies what employees should do for organization's economic performance.
- (a) economic (b) psychological
(c) functional (d) dysfunctional
(e) None of above
- (12) _____ contract reflects attitude, morale, satisfaction, etc.
- (a) economic (b) psychological
(c) functional (d) dysfunctional
(e) None of above
- (13) A person who has emotional problems and receives counselling is _____.
- (a) counselee (b) counsellor
(c) consulate (d) contractor
(e) None of above
- (14) _____ is same as giving encouragement or confidence building.
- (a) Comment (b) Yelling
(c) Reassurance (d) Clarity
(e) None of above
- (15) _____ provides full direction and _____ provides no direction.
- (a) directive, non-directive (b) psychological, non-directive
(c) non-directive, psychological (d) non-directive, directive
(e) None of above
- (16) _____ transactions are known as ulterior transactions.
- (a) unknown (b) hidden
(c) mysterious (d) All of above
(e) None of above
- (17) _____ stroke makes one feel ok like word of recognition.
- (a) positive (b) psychological
(c) negative (d) transitive
(e) none of above

- (18) _____ is cost effective option to improve productivity and service quality.
- (a) outsourcing
 - (b) insourcing
 - (c) intersourcing
 - (d) intrasourcing
 - (e) none of above
- (19) _____ refers to organization's biased treatment of other individuals or groups.
- (a) discrimination
 - (b) justice
 - (c) equality
 - (d) fairness
 - (e) None of above
- (20) _____ means state of mind due to which people see the situation around them from own perspective.
- (a) ethnocentrism
 - (b) parochialism
 - (c) cultural shock
 - (d) reverse cultural shock
 - (e) None of above
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