

Seat No. : \_\_\_\_\_

# MM-110

March-2019

B.B.A., Sem.-VI

## CC-309 : Organisational Behaviour – II

Time : 2:30 Hours]

[Max. Marks : 70

1. (A) (i) Narrate Victor Vroom's expectancy theory. 7  
(ii) Narrate Hersey and Blanchard's leadership model. 7
- OR**
- (i) Explain equity theory of motivation.  
(ii) Write a note on mentoring and transformational leadership.
- (B) Answer the following : (Any **Four** out of **Six**) 4
- (1) Locus of control is a \_\_\_\_\_ related variable.  
(situation, environment, subordinate)
- (2) Path goal theory is based on leadership and \_\_\_\_\_.  
(motivation, remuneration, followership)
- (3) \_\_\_\_\_ is provided externally. (coaching, mentoring, both)
- (4) Mentor protects and sponsors \_\_\_\_\_. (mentor, protege, leader)
- (5) \_\_\_\_\_ leader is one who visualizes a distant future,  
(transformational, transactional, both)
- (6) Expectancy theory is \_\_\_\_\_ theory of motivation,  
(content, comparison, process)
2. (A) (i) Write a note on functional and dysfunctional conflicts. 7  
(ii) Write a note on communication of culture through socialization and Individualization. 7
- OR**
- (i) Write a note on economic and psychological contract.  
(ii) Narrate conflict resolving strategies.
- (B) MCQs : (Any **Four** out of **Six**) 4
- (1) Lockouts take place due to \_\_\_\_\_ conflict.  
(functional, positive, dysfunctional)
- (2) Suppression by a manager is \_\_\_\_\_.  
(domination, negotiation, confrontation)
- (3) \_\_\_\_\_ is external neutral professional helpful in resolution of conflict.  
(consultant, mentor, both)

- (4) \_\_\_\_\_ is followed when parties adopt rigid position and unwilling to compromise. (compromise, communication, confrontation)
- (5) \_\_\_\_\_ stage of socialization suggest taking place of long term changes. (prearrival, encounter, metamorphosis)
- (6) \_\_\_\_\_ shows low level of socialization and low level of individualism. (rebel, conformist, isolated)
3. (A) (i) Narrate functions of counselling. 7  
(ii) Narrate transactional analysis. 7
- OR**
- (i) Write a note on techniques of Quality of Work Life.  
(ii) Write a note on stress performance relationship.
- (B) MCQs : (Any **Three** out of **Five**) 3
- (1) \_\_\_\_\_ of work life is connected to better on the job life. (quality, questioning, query)
- (2) \_\_\_\_\_ allows employees freedom to set timetable. (flexi timing, multi timing, multi-tasking)
- (3) \_\_\_\_\_ technique can be used for regulation of stress. (cognitive modification, efficacy building, both)
- (4) \_\_\_\_\_ is cause of stress. (stressor, motivation, leadership)
- (5) \_\_\_\_\_ is combination of directive and non-directive counseling. (participative, profitable, probable)
4. (A) (i) Explain improving people skills and empowering people as challenge. 7  
(ii) Explain quality, customer services and innovation as challenges. 7
- OR**
- (i) Explain privacy issues and sexual harassment.  
(ii) Explain barriers to cultural adaptation.
- (B) MCQs : (Any **Three** out of **Five**) 3
- (1) \_\_\_\_\_ is for cultural adaptation. (pre departure training, parochialism, ethnocentrism)
- (2) \_\_\_\_\_ culture rely heavily on non-verbal and situational clues. (cross, high context, low context)
- (3) Repatriation refers to readjusting to homeland by \_\_\_\_\_. (repatriate, expatriate, oriented)
- (4) \_\_\_\_\_ shock refers to anxiety in the homeland organization in home country. (reverse cultural, reverse, cultural)
- (5) CQ stands for \_\_\_\_\_ quotient. (control, cultural, care)