

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

# AB-103

April-2023

BBA, Sem.-VI

## CC-309 : Organisational Behaviour – II

Time : 2:30 Hours]

[Max. Marks : 70

**Instruction :** Attempt all questions.

1. (A) Explain David McClelland's Achievement Theory of Motivation. 7  
(B) Explain the Fiedler's Contingency theory of leadership. 7

**OR**

- (A) Discuss Victor Vroom's expectancy theory in detail. 7  
(B) Write a short note on mentoring and coaching. 7

2. (A) Discuss conflict resolving strategies. 7  
(B) Discuss functional and dysfunctional conflicts. 7

**OR**

- (A) Write a note on economic and psychological contract. 7  
(B) Explain communication of culture through socialization process. 7

3. (A) Write a note on Transactional analysis and stroking. 7  
(B) Discuss the stress level and performance relationship and effects of stress. 7

**OR**

- (A) Discuss techniques of Quality of Work Life. 7  
(B) Discuss functions of counselling. 7

4. (A) Explain the barriers to cultural adaptation. 7  
(B) Discuss the Challenges for OB. 7

**OR**

- (A) Discuss any two issues related to ethical behaviour. 7  
(B) Discuss the measures to overcome barriers to cultural adaptation. 7

5. MCQ : (Attempt any 7)

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- (1) The process of an expatriate's readjusting to homeland position is called \_\_\_\_\_.  
(Expatriation, Repatriation, Exhibition)
- (2) \_\_\_\_\_ involves giving advice to someone's personal problems.  
(Stroking, Counselling, Motivation)
- (3) \_\_\_\_\_ type of counselling is counselor centered.  
(Directive, Non-directive, Participative)
- (4) \_\_\_\_\_ training is for cultural adaptation.  
(Pre-departure, Parochialism, Ethnocentricism)
- (5) CQ stands for \_\_\_\_\_ quotient. (Control, Cultural, Care)
- (6) Path goal theory is based on leadership and \_\_\_\_\_.  
(Motivation, Remuneration, Followership)
- (7) Heterogeneous mix of employees refers to \_\_\_\_\_.  
(Diversity, Challenges, Dignity)
- (8) \_\_\_\_\_ shows low level of socialization and low level of individualism.  
(Rebel, Conformist, Isolated)
- (9) The ERG theory explains frustration- \_\_\_\_\_ dimension.  
(co-relation, regression, progression)
- (10) The type of conflict that hinders group performance is called \_\_\_\_\_.  
(Functional conflict, optimum conflict, Dysfunctional conflict)
- (11) Mentors protects and sponsors \_\_\_\_\_. (mentor, protege, leader)
- (12) Suppression by a manager is \_\_\_\_\_. (dominationPP, negotiation, confrontation)

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