

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

**AB-101**

**April-2016**

**B.B.A., Sem.-VI**

**CC-309 : Organisational Behaviour – II**

**Time : 3 Hours]**

**[Max. Marks : 70**

1. (a) Explain Equity theory as motivation model. **7**

**OR**

Explain Expectancy theory as motivation model.

(b) Narrate leadership model given by Hersey and Blanchard. **7**

**OR**

Narrate path goal theory of leadership.

2. (a) Explain economic and psychological contract. **7**

**OR**

Explain characteristics of organization culture.

(b) Narrate socialization and individualization process. **7**

**OR**

Narrate conflict resolution strategies.

3. (a) Explain types of counselling. **7**

**OR**

Explain transactional analysis technique for resolving conflicts.

(b) Explain quality of work life and its techniques. **7**

**OR**

Narrate stress and job performance relationship.

4. (a) Explain harassment and pay promotion discrimination as challenge to organizational behaviour. 7

**OR**

Explain empowerment and stimulation for innovation and change as challenge to organizational behaviour.

- (b) Narrate various barriers to cultural adoption. 7

**OR**

Narrate ways to overcome international internal work force barriers.

5. Fill in the gaps. 14

- (1)  $OA/IA > OB/IB$  for A is \_\_\_\_\_ equity. ( +ve, -ve, equality)
- (2) \_\_\_\_\_ is ideal situation but hardly exists. (+ve equity, -ve equity, equality)
- (3) \_\_\_\_\_ shows individual preference for outcomes.  
(valence, expectancy, instrumentality)
- (4)  $M = V \times I \times E$  is given by \_\_\_\_\_. (Vroom, Broom, Groom)
- (5) \_\_\_\_\_ theory explains relationship between four leadership behaviours and two situational variables. (Path, Goal, Path-goal)
- (6) Functional conflicts and positive outcomes are \_\_\_\_\_ related.  
(positively, negatively, neither ways)
- (7) Strikes are examples of \_\_\_\_\_ conflicts. (zero, functional, dysfunctional)
- (8) Organisational \_\_\_\_\_ affects and gets affected by individual and group behavior. (culture, theme, anthem)
- (9) \_\_\_\_\_ receives counselling. (counsellor, counselee, agent)
- (10) No directions refers to \_\_\_\_\_ counselling  
(non-directive, directive, participative)
- (11) Mysterious transactions are known as \_\_\_\_\_ in transactional analysis.  
(complementary, cross, ulterior)
- (12) Heterogenous mix of employees refers to \_\_\_\_\_. (diversity, challenge, both)
- (13) Moral standards refer to \_\_\_\_\_. (ethics, discrimination, harassment)
- (14) Polycentric orientation deals with \_\_\_\_\_. (parochialism, stress, recruitment)