

Seat No. : _____

AB-106

April-2025

BBA., Sem.-VI

CC-309 : Organizational Behaviour – II

Time : 2½ Hours]

[Max. Marks : 70

1. (A) Discuss David McClelland's need theory of motivation. 7
(B) Discuss E-R-G theory of motivation with its managerial implication. 7
- OR**
1. (A) Explain Fiedler's Contingency Theory of leadership. 7
(B) Write a short note on Mentoring and Coaching. 7
2. (A) Write a note on dysfunctional conflicts. 7
(B) Discuss conflict Resolving Strategies. 7
- OR**
2. (A) Explain Communication of culture through Socialization process. 7
(B) Explain economic and psychological contract. 7
3. (A) Discuss transactional analysis as techniques of resolving conflicts. 7
(B) Discuss major techniques of QWL. 7
- OR**
3. (A) Explain functions of Counselling in detail. 7
(B) Explain organizational level stress coping strategies. 7
4. (A) Discuss the challenges for organisational behaviour. 7
(B) Explain Employee Privacy issue and Pay Promotion Discrimination. 7
- OR**
4. (A) Discuss the barriers to cultural adaptation in managing internal work force. 7
(B) Explain Behavioural Ethics for organisation and for Employees. 7
5. MCQ/Objectives : (Attempt any 7) 14
 - (1) OA/IA > OB/IB for A is _____ inequity. (positive, negative, equality)
 - (2) Mention two Mentoring Function.
 - (3) In relation to domination technique of conflict resolution, find the odd one.
 - (a) Forcing
 - (b) Avoiding
 - (c) Beating

- (4) Which leadership style is characterized by high task and high relationship ?
- (a) Telling style
 - (b) Selling style
 - (c) Participative style
- (5) Which one is not a counselling function ?
- (a) Reassurance
 - (b) Reorientation
 - (c) Transactional analysis
- (6) ERG theory of motivation is developed by _____.
- (a) Clayton Alderfer
 - (b) Victor Vroom
 - (c) David McClelland
- (7) State two conflict resolving strategies.
- (8) The type of conflict that hinders group performance is called _____.
- (a) functional conflict
 - (b) dysfunctional conflict
 - (c) optimum conflict.
- (9) _____ is the communication process of transmitting key elements of an organisation's culture to its employees.
- (a) Socialisation
 - (b) Individualisation
 - (c) None
- (10) _____ involves giving advice to someone on personal problems.
- (a) Stress
 - (b) Counselling
 - (c) Quality of work life
- (11) _____ training is for cultural adaptation. (Pre-departure, Parochialism, Ethnocentrism)
- (12) The ERG theory explains frustration- _____ dimension. (co-relation, regression, progression)
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