

**AC-123**

April-2015

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

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

**Time : 3 Hours]**

**[Max. Marks : 70**

1. (a) Discuss E-R-G theory of motivation with its managerial implications. 7  
**OR**  
Explain Hersey and Blanchard's leadership model.
- (b) Discuss David McClelland's need theory of motivation. 7  
**OR**  
Write notes on :  
(i) Mentoring  
(ii) Transformational Leadership
2. (a) What are functional and Dysfunctional conflicts ? 7  
**OR**  
Discuss the communication of organizational culture through the process of socialization and individualization.
- (b) Write a note on economic and psychological contract. 7  
**OR**  
Discuss the sources of conflicts.
3. (a) Discuss transactional analysis as a technique of resolving conflicts. 7  
**OR**  
Define Stress. Discuss the effects of Stress.
- (b) What is counselling ? Discuss any two types of Counselling. 7  
**OR**  
Explain the relationship between Stress and Job Performance.
4. (a) Discuss any two challenges for organizational behaviour. 7  
**OR**  
What is ethical behaviour ? Explain pay and promotion discrimination.
- (b) Discuss the barriers to cultural adaptation in managing internal work force. 7  
**OR**  
What are the measures to overcome the barriers to cultural adaptation ?

5. Do as Directed :

- (i) State the four referants of equity theory.
  - (ii) What is coaching ?
  - (iii) According to Victor Vroom :  
Motivation = \_\_\_\_\_ × \_\_\_\_\_ × \_\_\_\_\_.
  - (iv) State five conflict resolving strategies.
  - (v) Mention any two characteristics of organizational culture.
  - (vi) State any two sources of conflicts.
  - (vii) Mention any two functions of counselling.
  - (viii) State any two measures/approaches to stress management.
  - (ix) State any two techniques of Quality Work Life.
  - (x) Mention any two challenges for Organisational Behaviour.
  - (xi) State any two barriers to cultural adaptation.
  - (xii) Mention any two measures to overcome barriers to cultural adaptation.
  - (xiii) Define Conflicts.
  - (xiv) What is Quality Work Life ?
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