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(20516)

Roll No. ....

BCA-II Sem.

**18008**

**B. C. A. Examination, May 2016**

**Organization Behaviour**

**(BCA-203)**

**(New)**

*Time : Three Hours*

*[Maximum Marks : 75*

*Note : Attempt questions from all Sections as per instructions.*

**Section-A**

**(Very Short Answer Questions)**

Attempt all the *five* questions. Each question carries 3 marks. Very short answer is required.  $3 \times 5 = 15$

1. What is Group Dynamics ? Give the importance of groups.

(2)

2. What are the factors that affect organizational climate ?
3. What are the traditional styles of leadership ?
4. Explain the nature and process of perception.
5. Explain the learning process.

**Section-B**

**(Short Answer Questions)**

Attempt any *two* questions out of the following three questions. Each question carries  $7\frac{1}{2}$  marks. Short answer is required.  $7\frac{1}{2} \times 2 = 15$

6. Explain the different models of Organizational Behaviour.

**Or**

How to manage stress at workplace ? Explain.

7. Give a comparative analysis of Herzberg's two-factor theory and Maslow's hierarchy of needs.

**Or**

Explain the various stages of group development.

8. Explain the Fiedler's contingency model of leadership.

**Or**

What is Organizational Climate ? Discuss the features of a strong organizational climate.

**Section-C**

**(Detailed Answer Questions)**

Attempt any *three* questions out of the following five questions. Each question carries 15 marks. Answer is required in detail.  $15 \times 3 = 45$

9. What are the sources of interpersonal and intrapersonal conflict ? How can a conflict be resolved ?
10. Explain the following :
- (a) Theory X and Theory Z
  - (b) The Big five personality traits.

11. Explain the various types of grievances. How are grievances handled in an organization ?
12. How are group decisions made ? How can group decisions be made more effective ?
13. Explain cultural diversity in an organization. How Organizational culture effects the employee efficiency ?