

Roll No. \_\_\_\_\_

**22/5060****B.C.A. (Second Semester) Examination, 2022****Third Paper****(Organizational Behaviour)***Time : Three Hours ] [ Maximum Marks : 75***Note :** Attempt any **five** questions. **All** questions carry equal marks.**Note :** The answers to short answer type questions should not exceed **200** words and the answers to long answer type questions should not exceed **500** words.

- ✓1. Explain fundamental concepts of organisational behaviour and describe the goals of organisational behaviour. 15

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- ✓2. What is cultural diversity? Describe its role in the emerging aspects of organisational behaviour. 15
3. What are the various theories of motivation? Describe in brief and comment about basic differences between Maslow's theory and McGregor's theory. 15
- ✓4. What is attitude? How does it affect the over all performance of employee as well as the organisation? 15
5. What are the various determinants of personality? Distinguish between type 'A' and type 'B' assessment of personality and give your comment which is better and why? 15

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6. Why employees come under stress? How it can be removed or minimised? 15
7. What are the various styles of leadership? Explain & distinguish between Leader & Boss. 15
8. Distinguish between intrapersonal and interpersonal levels of conflict and suggest certain effective steps to resolve the conflict of any organisation. 15
9. Distinguish between personal and organisational values and describe the effective tools for Job satisfaction. 15
10. Write short notes on any **two** of the following:  $7\frac{1}{2} \times 2 = 15$

(i) Perception

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- (ii) The Big Five traits
- (iii) Process of Grievance Handling
- (iv) Effective Teamwork

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