

Roll No.

**25/1659****B.C.A. (Second Semester)****Examination, 2025****Paper : Third****(Organizational Behaviour)***Time : Two Hours ]**[ Maximum Marks : 75***Note :** Attempt **all** sections as per instructions.**Section-A****( Very Short Answer Type Questions)**

**Note :** Attempt all **5 (five)** questions. Each question carries **2(two)** marks and the answer of each question should not exceed 50 words.  $5 \times 2 = 10$

1. (i) What are Models of Organizational Behaviour?

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- (ii) Explain Job Satisfaction.
- (iii) What is Perception.
- (iv) Explain personality.
- (v) What are the types of Grievances.

**Section-B****(Short Answer Type Questions)**

**Note :** Attempt any **5 (five)** question out of total **8 (eight)** question. Each question carries **5 (five)** marks and answer of each question should not exceed 100 words.  $5 \times 5 = 25$

2. (i) Explain Mc Gregor's theory.
- (ii) What are the Sources of Stress.
- (iii) Describe Effective Teamwork.
- (iv) Differentiate between the traditional and modern approach to conflict.
- (v) Describe the effective tools for Job satisfaction.

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- (vi) Describe process of Grievance Handling.
- (vii) What are the various styles of leadership.
- (viii) Describe the methods for developing positive attitudes by individual.

### Section-C

#### (Long Answer Type Questions)

**Note :** Attempt any **2 (two)** out of **4 (four)** questions. Each question carries **20 (twenty)** marks and the answer of each question should not exceed 400 words.

$$2 \times 20 = 40$$

3. (i) Why employees come under stress?  
How it can be removed or minimized?
- (ii) Explain fundamental concepts of organizational behaviour and describe the goals of organizational behaviour.

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- (iii) Distinguish between intrapersonal and interpersonal levels of conflict and suggests certain effective steps to resolve the conflict of any organization.
- (iv) What are the various theories of motivation? Describe in brief and comment about basic differences between Maslow's theory and McGregor's theory.