

Roll No.

**25/1659**

(ii) Explain Job Satisfaction.

(iii) What is Perception.

(iv) Explain personality.

(v) What are the types of Grievances.

**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?

**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.

- (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.

- (iii) Distinguish between intrapersonal and interpersonal levels of conflict and suggests certain effective steps to solve 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.