

Roll No. 0302348

BCA-203(N)

B. C. A. (Second Semester)
EXAMINATION, May, 2018
(New Course)

Paper-Third
ORGANIZATIONAL BEHAVIOUR

Time: Three Hours
Maximum Marks : 75

Note: Attempt questions from all Sections as directed.

Inst. : The candidates are required to answer only in serial order. If there are many parts of a question, answer them in continuation.

Section-A
(Short Answer Type Questions)

Note : All questions are compulsory. Each question carries 3 marks.

1. Write short notes on the following:

- (A) Importance of Organisational Behaviour
- (B) Sources of stress
- (C) Theory X and Y
- (D) Locus of control
- (E) Concept of selective perception
- (F) Determinants of Job satisfaction
- (G) Collegial model of OB

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- (H) Difference between formal and informal groups
- (I) Causes of employee grievances.

Section—B

(Long Answer Type Questions)

Note : Attempt any two questions. Each question carries 12 marks.

2. What are the contributing disciplines to the field of OB ? Enumerate their contribution to the field of OB.
3. What factors shape personality ? Discuss the 'Big Five Factor theory' of personality.
4. Discuss the concept of perception and explain the factors affecting it.
5. Motivation is the core of management. Explain. Discuss any two motivation theories you are familiar with.

Section—C

(Long Answer Type Questions)

Note : Attempt any two questions. Each question carries 12 marks.

6. Differentiate between Eustress and Distress. Discuss strategies that can help employees to cope with stress.
7. Who is a charismatic leader ? Discuss the traits of a favourite leader.
8. How do traditional assumptions about organisational conflict differ from modern assumptions ? Which strategies can help resolve conflict in an organisation?
9. Describe the stages in group development. Explain factors that induce and sustain group cohesiveness.

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