

Roll No. 0102221

BCA-203(N)

B. C. A. (Second Semester) EXAMINATION, May, 2019

(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) Limitations of organization behaviour.
 - (B) Total Quality Management.
 - (C) Halo -effect
 - (D) Type 'A' and Type 'B' Personality
 - (E) Comparison between 'Theory-x and Theory-y' of motivation.
 - (F) What do you mean by participative leadership ?

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- (G) Stages of group development.
- (H) What do you understand by conflict-resolution action.?
- (I) Write cognitive symptoms of stress.

Section—B

(Long Answer Type Questions)

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

- 2. Describe the recent challenges and opportunities for an organisational behaviour in the new era.
- 3. Explain the mechanism of perception. What is the cause of perceptual distortion ?
- 4. What do you mean by the concept of attitude ? Can attitudes be changed ? If so, how ?
- 5. Compare the Maslow's hierarchy theory with Herzberg's two factor theory of motivation.

Section—C

(Long Answer Type Questions)

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

- 6. Describe Likert's management system. Which do you think is the best leadership style ?
- 7. What do you understand by quality circle ? How can this concept be introduced in an organisation ?
- 8. What do you mean by role-conflict ? What are its causes ? How can these be avoided ?
- 9. What do you understand by preventive stress management ? Explain.

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