

## BCA

(SEM. II) EXAMINATION, 2017

BCA – 203 (N) : ORGANIZATIONAL BEHAVIOUR

Time 3 Hours

Maximum Marks 75

**Note :** Attempt questions from all the 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. (A) Define the term Organizational Behaviour.
- (B) Differentiate between personal and organizational values.
- (C) Define the term job satisfaction.
- (D) Discuss Theory 'X' of Motivation.
- (E) Explain Determinants of Personality.
- (F) What is Employee Counselling?
- (G) Discuss various characteristics of a team.
- (H) Define the term Leadership.
- (I) Discuss various levels of conflict.

### SECTION – B

(Long Answer Type Questions)

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

2. Briefly discuss various models of organizational behaviour.
3. Define the term Motivation. Briefly discuss Maslow's Need Hierarchy theory of Motivation. <http://www.csjmuonline.com>
4. Define the term Personality. Briefly discuss theories of personality.
5. What is the difference between perception and sensation? Discuss the importance of studying perception.

### SECTION – C

(Long Answer Type Questions)

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

6. Discuss the term stress. Elaborate symptoms and various sources of stress.
7. Explain various styles of leadership with its merits and demerits.
8. Do you agree with the view that conflict is dysfunctional? Discuss various stages in the development of conflict in an organization.
9. Define the term Grievance. Briefly discuss Grievance Handling Procedure.

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