

(20518)

Roll No. ....

BCA-II Sem.

**18008**

**B. C. A. Examination, May 2018**

**Organizational Behaviour**

(BCA-203)

(New)

*Time : Three Hours*

*[Maximum Marks : 75*

**Note :** Attempt questions from all Sections as per instructions.

**Section-A**

**(Very Short Answer Questions)**

Answer all the *five* questions. Each question carries 3 marks. Very short answer is required.  $3 \times 5 = 15$

1. Define Scientific Management.

(2)

2. What is Job Satisfaction ?

3. What do you mean by Job enrichment ?

4. Explain Recruitment.

5. Define the levels of conflicts.

**Section-B**

**(Short Answer Questions)**

Answer any *two* questions out of the following three questions. Each question carries  $7\frac{1}{2}$  marks. Short answer is required.  $7\frac{1}{2} \times 2 = 15$

6. Compare and contrast two different approaches to personality.

7. What are the methods adopted to prevent and manage stress ?

8. Give a detailed account on emergence of informal leaders and working norms in Indian organizations.

**Section-C**

**(Detailed Answer Questions)**

Answer any *three* questions out of the following five questions. Each question carries 15 marks. Answer is required in detail. 15×3=45

9. "The study of Organizational Behaviour is essential for all managers." Justify the statement by explaining its nature and scope.
10. Explain the factors influencing perception and the relevance of impression management in an organization.
11. What are the functions performed by groups ? How can group decisions be made more effective ?
12. What do you mean by conflict ? Define the conflict resolution techniques.

13. Write short notes on the following :
  - (a) Maslow's need hierarchy theory of motivation
  - (b) Traits approach of leadership.