

PARUL UNIVERSITY
FACULTY OF MANAGEMENT
BBA Summer 2021 - 22 Examination

Semester: 6**Date: 22-03-2022****Subject Code: 06101351****Time: 10:30am to 01:00pm****Subject Name: Organisational Behaviour-II****Total Marks: 60****Instructions**

1. All questions are compulsory.
2. Figures to the right indicate full marks.
3. Make suitable assumptions wherever necessary.
4. Start new question on new page.

Q.1 Do as Directed.

A). Multiple choice type questions/Fill in the blanks. (Each of 1 mark) (05)

1. Chao has a lot of internal drive. His overall goal in life is to "be all that he can be" in all aspects of his life. Which level of Maslow's hierarchy of needs is reflected in Chao's attitude?

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| a) social | c) self-actualization |
| b) physiological | d) self-esteem |

2. Which of the following is not a content theory?

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|---------------------------------|---------------------------------------|
| a) Maslow's need hierarchy | c) Vroom's expectancy theory |
| b) Herzberg's two-factor theory | d) McClelland's acquired needs theory |

The term 'Psychology' is derived from the word 'psyche' which means 'soul' or 'spirit'

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| a) Latin | c) French |
| b) Greek | d) None of these |

4. Workers' acceptance of change is characteristic of what type of culture?

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| a) Team culture | C) Collaborative culture |
| b) Group culture | D) Collective culture |

5. Which of the following is / are not a method of managing stress

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|-----------------------------------|-------------------------|
| a) Time management | (C) Supervisor training |
| b) Role Analysis techniques (RAT) | (d) Rorschach test |

B). Define the following. (Each of 1 mark) (05)

1. Job burnout
2. Stress
3. Mentoring
4. dysfunctional conflict
5. Organisational culture

C). Direct questions. (Each of 1 mark) (05)

1. State any two principles of employee Counselling
2. List down any two Factors influencing job satisfaction
3. What are the motivational factors?
4. What is authentic leadership?
5. List down types of leadership styles.

Q.2 Answer the following questions.

- A). Explain Maslow's Hierarchy of need theory and Herzberg's Two factor theory of motivation (07)
- B). Explain the components of Blake and Mouton's managerial grid and state the principles of Hersey and Blanchard's situational leadership theory (08)

Q.3 Answer the following questions.

- A). Discuss the causes of occupational stress and techniques to manage the stress. (07)
- B). What is your usual conflict-handling style at work? Do you see it as effective or ineffective? (08)

Q.4 Attempt any two questions. (Each of 7.5 mark) (15)

- a)) Describe Alderfer's ERG theory of motivation.
- b)) Critically examine the different approaches to the study of the leadership behavior. Is there one best style of leadership?
- c)) Explain work stress, its sources and consequences with examples. Also comment on the various stress management techniques.
- d) **Case Study:**

Jessica had loved playing soccer since she was a little kid, and she was the star player on the co-ed soccer team at her school. When she transferred to Adams High School in the middle of her junior year, she was surprised to hear there was no co-ed team—instead she would play on the all girls' team. While Jessica enjoyed playing on the girls' team and met some really talented players there, she quickly realized that the boys' team had much nicer uniforms, had the best practice spaces, and were the ones that were celebrated in school announcements and rallies. The girls were good too, but got way less attention. In gym class, Jessica had her chance to take on the boys on the field, though. She was better than almost everyone and pretty regularly scored tough goals against the varsity boys' teams' star player, Jeremy. After one particularly brutal game where Jessica scored several goals against the boys, Jeremy and his soccer friends decided that they didn't want to play against Jessica any more. In front of the entire gym class, Jeremy called Jessica "the beast" and made cracks about her being too athletic for any guy at Adams to date. The other students in the class giggled nervously, but no one said anything.

Q1. Why did no one stand up for Jessica when she was teased? What would you do? What would your best self-have done in this scenario?

Q2. Jessica felt that the girls' team was treated differently than the boys' team. Why would girls' teams be treated differently? Why is this a problem? What would you do if you were running sports programs at your school? Would you have co-ed teams?