

PARUL UNIVERSITY
FACULTY OF MANAGEMENT
BBA 2018 - 19 Examination

Semester: 6
Subject Code: 6101351
Subject Name: Organizational Behavior - II

Date: 09/04/2019
Time: 02:00pm to 04:30pm
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. Which of the following is NOT a need as per Maslow's Hierarchy of Needs?

- | | |
|------------------|-----------|
| a) Physiological | c) Safety |
| b) Financial | d) Esteem |

2. Which is the best combination as per the Managerial Grid theory?

- | | |
|---------|---------|
| a) 5, 5 | c) 9, 1 |
| b) 1, 1 | d) 9, 9 |

3. Task Conflict is _____ in nature

- | | |
|---------------|----------------------|
| a) Functional | c) Dysfunctional |
| b) Both a & b | d) None of the above |

4. _____ type of stress is positive stress

- | | |
|-------------|----------------------|
| a) Distress | c) Eustress |
| b) Stress | d) None of the above |

5. Culture is about shared _____

- | | |
|---------------------------|--------------------------|
| a) values and assumptions | c) rules and regulations |
| b) strategy and tactics | d) None of the above |

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

1. Define - Motivation
2. Define – coaching
3. Define – Psychological Contact
4. Define – Quality of Work Life
5. Define – Dysfunctional Conflict

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

1. What is the full form of ERG?
2. Very briefly describe the path-goal theory
3. Name any two conflict resolution techniques of your choice
4. Write any two characteristics of culture
5. What is Stress?

Q.2 Answer the following questions.

A). Describe the two factor theory of motivation (07)

B). Describe the different types of counseling (08)

Q.3 Answer the following questions.

A). Discuss Fiedler's Contingency Model in depth (07)

B). Explain the sources of conflict with details (08)

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

- Ajay, 23 year old, fresh MBA with HR, starts his career as a junior HR executive at Raj Manufacturing House. His boss is a simple B.Com. degree holder with 4 years of hands-on experience. He does not like Ajay's joining the company and therefore tortures him by different ways. He wants Ajay to resign so he almost harasses him by playing politics in the background. Ajay comes to know about this. If you were a consultant, what advice would you give him? What is the reason for the boss' negative behavior?
- 1.

TrueLocal is one of the leading online business directories in Australia. It mainly provides information on all types of businesses in Australia. Its head office is located in Sydney, while sales offices are located in Brisbane and Melbourne. TrueLocal was established by NDM in 2005. Initially, at the time of establishment, TrueLocal aligned its culture, values, and structure with NDM so that strategic goals defined by TrueLocal can be achieved. The aim of TrueLocal was to emerge as the top most provider of online information in Australia. Consequently, NDM merged all the operations of its other subsidiaries with TrueLocal and redesigned the organisation structure by flattening it out under a newly created management team and CEO.

2. The new management team modified the existing management structure and policies. Because of this change, most of the staff members were dissatisfied as they were clueless as to whom they had to report. They were also unaware of reporting channels, processes, and goals due to ineffective communication from the management. As a result, many of the staff members left the organization as they felt confused and disappointed. Witnessing the new distressed situation, the management decided to offer new career proposals to its experienced staff. The organization also hired fresh talents, who were more cooperative and encouraging about the improvements that were to be made in the organization.
Do you think the new steps taken by the management will be effective?
3. Select a leader of your choice and write about his / her qualities that make him exceptional
4. Write on need theory of motivation