

PARUL UNIVERSITY
FACULTY OF MANAGEMENT
BBA Summer 2017 - 18 Examination

Semester: 6**Subject Code: 06101351****Subject Name: Organizational Behaviour-II****Date: 10/05/2018****Time: 10:30AM TO 01:00PM****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. The capacity to influence people and accomplish desired objectives is called

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|----------------|---------------|
| a) Power. | c) Authority. |
| b) Leadership. | d) Status. |

2. A person's career includes many significant events and experiences but in which areas has work psychology been able to make a contribution?

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|-----------------------|---------------------|
| a) Mentoring | c) Career Choice |
| b) Career Counselling | d) All of the above |

3. Concerning Organizational Cultures,

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|--|--|
| a) a strong culture is a more productive environment | c) the specific culture that contributes to positive effectiveness is well known |
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|--|---|
| b) a weak culture is a more productive environment | d) the stronger the culture, the more influential it is on employee behaviour |
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4. An individual who is able to exert leadership and to manage an operation is called a:

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|--------------------|---------------------------|
| a) Leader. | c) Manager. |
| b) Leader-manager. | d) First line supervisor. |

5. Which of the following is an example of mentoring behavior?

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|---------------|---|
| a) Counseling | c) Giving encouragement |
| b) Coaching | d) All of these are examples of mentoring behaviour |

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

1. Compressed Work week
2. Flexitime
3. Telecommuting
4. Job sharing
5. Protege

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

1. What is Economic Contract ?
2. Define : Dysfunctional Conflicts.
3. Provide examples of Mentoring.
4. List the Examples of Intrinsic factors.
5. Define Coaching.

Q.2 Answer the following questions.

- A).** Describe in detail Managerial Grid as the one of the leadership model.

(07)

B). If praising employees for doing a good job seems to be a fairly easy and obvious motivational tool, why do you think companies and managers don't often do it? **(08)**

As a manager, what steps would you take to motivate your employees after observing them perform well? Explain the above situation with reference to theory of Maslow's Need Hierarchy theory in comparison with ERG theory along with diagram?

Q.3 Answer the following questions.

A). Write an explanatory note : Quality of Work life . **(07)**

B). Write an explanatory note : Organizational Culture . **(08)**

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

1. Draw a graph representing relationship between Stress and Job Performance.
2. Which Strategies of Conflict Resolution a company can apply in the times of conflicts.
3. Define Counseling . Explain the functions of Counseling and its types.
4. Differentiate between Psychological Contract and Economic Contract.