

(20622)  
BCA-II Sem.

Roll No

**18008**

**B.C.A. Examination, June-2022**

**Organization Behaviour**

**(BCA-203)**

*Time : Three Hours ] [Maximum Marks : 75*

**Note :** Attempt **all** the sections as per instructions.

**Section-A**

**Note :** Attempt all questions. 3x5=15

1. Define the term organisational behaviour with respect to cultural diversity?
2. Briefly define the term perception, attitude, values and motivation?
3. Briefly examine the determinants of personality?
4. Enumerate the term conflict resolution?
5. Explain the term Grievances?

**P.T.O.**

**Section-B**

**Note :** Attempt any **two** questions.

2x7.5=15

6. Enumerate traits of effective leaders?

**OR**

Define the term Grievances. Explain the process of grievances handling?

7. What is intrapersonal relationship?

**OR**

Define the term motivation. Explain the importance of motivation in employee satisfaction?

8. Explain the concept of Ouchi's theory Z.

**OR**

Explain the theory behind free-rein leadership style?

**Section-C**

**Note :** Attempt any **three** questions.

3x15=45

9. What is hygiene factor of Herzberg's motivation theory?
10. How can we analyse different reward systems as a part of motivation of employees?

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11. The human motivation factors of physiological needs are a concept that explains the human requirements of conscious mind. Comment
12. Discuss "conflict can be defined as a mental struggle".
13. Define the term personality and basic determinants of personality. Discuss any one theories of personality from the following.
  - (i) Sigmund Freud's Psychoanalytic Theory
  - (ii) Erikson's Theory