

Roll No. ....

**BCA-203(N)**

**B. C. A. (Second Semester)  
EXAMINATION, May/June, 2015**

**(New Course)**

**Paper Third**

**ORGANIZATION BEHAVIOUR**

*Time : Three Hours ]*

*[ Maximum Marks : 75*

**Section—A**

**(Short Answer Type Questions)**

**Note :** Attempt all questions. Each question carries 3 marks.

1. (A) Define the objectives of study organisational behaviour.
- (B) Explain how perception helps in employee's behaviour.
- (C) Explain how culture affects organisational behaviour.
- (D) What are the determinants of personality ?
- (E) Explain the circumstances which cause stress in the organisation.
- (F) Explain the process of team building.
- (G) Write the importance of leadership in the organisational performance.
- (H) What are the sources of conflict in the organisation ?

[ 2 ]

- (I) Describe the need of positive attitude in work performance.
- (J) Define the need of employee counselling in the organisation.

**Section—B**

**(Long Answer Type Questions)**

**Note :** Attempt any *two* questions. Each question carries 11 marks.

- 2. Discuss the various models of organisational behaviour.
- 3. Explain the Maslow's need hierarchy theory of motivation.
- 4. Describe the various traits of X and Y types of employees in the organisation.
- 5. Write a note on various theories given to explain the personality.

**Section—C**

**(Long Answer Type Questions)**

**Note :** Attempt any *two* questions. Each question carries 11 marks.

- 6. Stress affects the work performance, so define the causes and methods to remove the stress in the organisation.
- 7. Describe the importance of good leadership in the organisation. How leader influence the group activities ?
- 8. Explain, how conflict in the organisation affect performance and describe the method to remove the conflicts in the organisation.
- 9. Write notes on the following :
  - (a) Job satisfaction
  - (b) Grievances in the organisation and methods of grievance handling

BCA-203(N)

3000