



ME-3539

Second Year B. B. A. (Sem. IV) (CBCS) Examination

October / November – 2013

Organisational Behaviour - II

Time : Hours]

[Total Marks : 70

Instructions :

(1)

नीचे दृष्टवित्त निशानीवाणी विगतो उत्तरवडी पर अवश्य वधनी. Fillup strictly the details of signs on your answer book.	Seat No. :
Name of the Examination :	<input type="text"/>
Second Year B. B. A. (Sem. 4) (CBCS)	<input type="text"/>
Name of the Subject :	<input type="text"/>
Organisational Behaviour - 2	<input type="text"/>
Subject Code No. : <input type="text" value="3"/> <input type="text" value="5"/> <input type="text" value="3"/> <input type="text" value="9"/>	Student's Signature
Section No. (1, 2,.....) : <input type="text" value="NIL"/>	

- (2) Write in neat and legible handwriting.
- (3) All questions are **compulsory**.
- (4) Figures to the **right** indicate marks for that question.

1 Answer the following : 5×2=10

- (a) Explain the term "accommodation".
- (b) What is "approach-approach" conflict ?
- (c) What is "vicarious learning" ?
- (d) Explain the "storming" stage of group formation.
- (e) What do you understand by "task oriented role" in an organization ?

2 Write short notes : (any three) 7×3=21

- (a) Resolution strategies for inter-personal conflict.
- (b) Ego-defensive function of attitude.
- (c) Leadership in group
- (d) ABC model of attitudes.

3 Answer the following : (any two) 14×2=28

- (a) What is inter-group conflict ? Identify some reasons for inter-group conflict and suggest some ways to resolve such conflicts in the organization.
- (b) What is job satisfaction ? Identify some causes and consequences of job satisfaction.

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[Contd...

- (c) What do you understand by the term group ? What are the different types of groups ? Explain in detail.

- 4 Read the following case study and answer the questions : 5+6=11

Amar has recently joined an organization. While applying for the job Amar made it very clear at the interview that he wanted a stable career now since he has already made many career changes. Amar also explains how keen he is to join this particular organization. Three months later Amar gets a call from a placement agency informing him that a MNC is looking out for a professional like Amar. Amar gets tempted with the offer and applies for the job at the MNC.

- (a) Which job attitude is Amar not displaying ? Explain. 6
(b) If you were in Amar's position what would you do ? 5
Explain with reference to function of attitude.