

S.D.E.

B.C.A. (2004 COURSE SEM- II : WINTER - 2017

SUBJECT : ORGANIZATIONAL BEHAVIOUR

Day : **Friday**
Date : **15/12/2017**

W-2017-4156

Time : **02.00 PM TO 05.00 PM**
Max. Marks : 80

N.B.

- 1) Attempt any **FIVE** from Section – I and any **TWO** from Section – II.
 - 2) Figures to the right indicate **FULL** marks.
 - 3) Answers to both the sections should be written in **SEPARATE** answer book.
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SECTION – I

- Q.1** Explain in detail the nature and scope of Organizational Behaviour. (10)
- Q.2** Explain the following Organizational Behaviour Models : (10)
a) Autocratic
b) Custodial
- Q.3** Describe any two theories of Work Motivation. (10)
- Q.4** Discuss the various causes of stress and explain how to overcome them? (10)
- Q.5** “In today’s organization managers are expected to be leaders”. Discuss. (10)
- Q.6** What are the causes of inter-personal conflict in an organization? (10)
- Q.7** Write short note on any **TWO**: (10)
a) Attitude
b) Theory X and Y
c) TQM (Total Quality Management)

SECTION – II

- Q.8** Your organization is facing problem of absenteeism. Prepare a note to your CEO on motivation strategies to be adopted for solving the problem of absenteeism. (15)
- Q.9** Prepare a detailed note on various aspects of group meetings that you as the secretary of committee are expected to follow. (15)
- Q.10** Prepare a note on emerging trends in organizational behavior that you would present to senior executives of your organization. (15)

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