

2015

M. Com.

1st Semester Examination

ORGANISATIONAL THEORY AND BEHAVIOUR

PAPER – COM – 101

Full Marks : 50

Time : 2 Hours

The figures in the right-hand margin indicate full marks.

Candidates are required to give their answers in their own words as far as practicable.

UNIT – I

1. Answer any two questions of the following: 5 X 2

- (a) Explain in brief the Contingency Approach of Management.
- (b) “Is behavioral approach superior to human relation approach” – explain.
- (c) Describe the term ‘Planning premises’.
- (d) What do you understand by non-programmed decision? Explain with the help of two examples.

2. Answer any one questions of the following: 10 X 1

- a) i) Discuss the details of Planning Process.
ii) Decisions in life are never perfect one. Explain in brief the factor that act as Impediments to perfect decision making.
6+4
- b) i) Explain the different sources of Authority.
ii) ‘Management is a process’ – elaborate the statement. 5+5

(Turn Over)

UNIT – II

3. Answer any two questions of the following: 5 X 2

- a) What are the factors which influence the individual behavior?
- b) Why groups are formed in an Organization?
- c) Discuss the term Organizational Behavior.
- d) What do you understand by the terms ‘Primary Group’ & ‘Secondary Group’?

4. Answer any one questions of the following: 10 X 1

- a) What do you mean by conflict in an Organization? What are the causes of conflict in an Organization? How could you manage the conflict for effective management?
2+4+4
- b) Discuss any four perceptual errors that leads to poor decision-making.

(Internal Assessment :10 marks)