

2019

UNIT – II

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. 2 X 2**
- a) Explain the key point of trait theory.
 - b) Explain the term 'formal authority'
 - c) What do you mean by business ethics?
 - d) Define span of management.
- 2. Answer any two questions: 2 X 4**
- a) Point out the difference between programmed and non-programmed decisions?
 - b) Explain the contingency theory of management.
 - c) What are the factors to be considered for delegation of author?
 - d) Discuss the importance of forecasting.
- 3. Answer any one question: 1 X 8**
- a) Discuss the Managerial Grid given by Blake and Mouton.
 - b) Discuss the process of decision making

(Turn Over)

- 4. Answer any two questions: 2 X 2**
- a) Name any two group decision making techniques.
 - b) Mention any two ways of managing stress.
 - c) What is the significance of organizational Behaviour?
 - d) Mention two factors that affect group cohesiveness.
- 5. Answer any two questions: 2 X 4**
- a. Discuss cognitive dissonance theory of attitude.
 - b. How do you productivity norms affect group performance?
 - c. Describe the role of values in organizational behavior.
 - d. Write about the theory of group formation.
- 6. Answer any one question: 1 X 8**
- a) What are three different level of organization Behaviour? Write short note on each of those. Develop on organization Behaviour model with the above three levels.
 - b) i) Explain the sources of conflict in organizations.
ii) How can we resolve such conflict?

(Internal Assessment :10 marks)