

**2009**

**M. Com.**

**1st Semester Examination**

**ORGANIZATIONAL THEORY AND BEHAVIOUR**

**PAPER — CM-1101**

*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.*

*Illustrate the answers wherever necessary.*

*Notations have their usual meaning*

**Unit—I**

**[Marks : 20]**

1. Answer any two of the following : 5×2
- (a) Is an organisation a system? Give reasons.
  - (b) Explain Chester Barnard's Acceptance theory of Authority.
  - (c) Management is a process". Explain.
  - (d) Do you think that "Administrative Man" is more practical than the "Economic Man" in the field of management.

(Turn Over)

2. Answer any *one* of the following : 10×1
- (a) Explain the term 'span of control'. Discuss the factors on which it depends. 2+8
- (b) What do you mean by decision making? Explain the process of decision making followed in organisations. 3+7

### Unit—II

**[Marks : 20]**

3. Answer any *two* of the following : 5×2
- (a) Discuss Big-Five Model to study personality of employee.
- (b) Does organizational culture act as a liability?
- (c) Indicate the importance of values to management.
- (d) "Conflict is inevitable in organizations." Comment on the statement. Point out the dysfunctional aspects of conflict.
4. Answer any *one* of the following : 10×1
- (a) Discuss the types of conflict handling techniques.
- (d) What do you mean by group and group dynamics? Explain the process of group development. 4+6

*[ Internal Assessment : 10 Marks ]*