

M.Com. 1st Semester Examination, 2012

ORGANISATIONAL THEORY AND BEHAVIOUR

PAPER – COM-101

Full Marks : 50

Time : 2 hours

The figures in the right-hand margin indicate marks

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

Illustrate the answers wherever necessary

UNIT – I

[Marks : 20]

1. Answer any *two* of the following : 5 × 2
 - (a) Management and administration mean the same thing. Give your views in this regard. 5
 - (b) Distinguish between programmed and non-programmed decisions. 5

- (c) Elaborate the factors that affect real life decision-making. 5
- (d) What do you mean by the term 'authority'? Mention, in brief, the different sources of authority. 2 + 3
2. Answer any *one* of the following : 10 × 1
- (a) (i) Discuss the steps in delegation of authority.
- (ii) Formal authority is no authority. In this regard, discuss Chester Barnard's Acceptance Theory of Authority. 4 + 6
- (b) (i) Suppose, you are made the tour manager for conducting the departmental tour. In this regard, elaborate the planning process.
- (ii) Write a short note on planning premises. 6 + 4

UNIT – II

[Marks : 20]

3. Answer any *two* questions : 5 × 2
- (a) What is Organization Behaviour? Do Organizational Citizenship Behaviour and turnover of employees get influenced by Organization Behaviour? 1 + 2 + 2

(b) State the different short cut methods to judge others. 5

(c) How does role of an individual in a group affect his/her behaviour? 5

(d) How could organisational culture be learned? 5

4. Answer any *one* questions from the following : 10 × 1

(a) What is attitude? Is there any relation between job satisfaction and attitude? Discuss Cognitive Dissonance Theory in relation to attitude. 2 + 2 + 6

(b) Elaborate the different techniques of group decision making. What are the different intentions to handle conflict? 5 + 5

[*Internal Assessment* = 10 Marks]
