

2017

M.Com.

1st Semester Examination

ORGANISATIONAL THEORY

AND BEHAVIOUR

PAPER—COM-101

Subject Code—03

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.

Unit - I

[Marks : 20]

1. Answer any two question of the following : 2×5

- (a) What do you mean by business ethics? Explain the Rights model of ethical behavior.

(Turn Over)

- (b) Do you think that the contingency theory of management is a more practical model than others ? Explain with valid reasons.
- (c) Organizations of today want leaders and not managers. In this respect, point out the differences between the two.
- (d) Information plays a vital role in the decision-making process. Elaborate the statement.

2. Answer any *one* question of the following : 1×10

- (a) (i) Describe the 'Bounded Rationality' model in decision-making.
- (ii) What are the advantages of 'Management by Objectives' ? 5+5
- (b) (i) Leadership style is contingent upon the situational condition. In this regard, discuss Fiedler's Contingency theory of leadership.
- (ii) Explain the concept of 'decentralization of authority'. What are the advantages of decentralization ? 5+(2+3)

Unit - II

[Marks : 20]

3. Answer any *two* from the following questions : 2×5
- (a) Discuss classical conditioning theory of learning. What lesson do we learn from that theory? 4+1
- (b) Define Personality with illustrations. What are the factors of differing personality? 2+3
- (c) Discuss the stages of group development. 5
- (d) What is relationship conflict? Discuss different measures that management may take to resolve a conflict? 2+3
4. Answer any *one* question : 1×10
- (a) What is perception? How does perception affect decision-making of an individual? How do people make mistake at the time of judging others? 2+2+6
- (b) What is performance norm? How do performance norm and cohesiveness among employees affect productivity of a firm? What are the different techniques of group decision-making? 1+4+5

[Internal Assessment — 10 Marks]