

2018

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.

Illustrate the answers wherever necessary.

Unit-I

[Marks : 20]

1. Answer any *two* questions : 2×2
- (a) What is decision-making ?
 - (b) Mention the key points of the Great Man theory.
 - (c) Planning premises are light posts in the darkness of the future. Explain.
 - (d) *Mention any four advantages of group decision-making.*

(Turn Over)

2. Answer any *two* questions :

2×4

- (a) Decision-making is required at all stages of the management process. Discuss.
- (b) Discuss in brief the importance of management in organizations.
- (c) Mention the major points of difference between programmed and non-programmed decisions.
- (d) Write a brief note on Acceptance theory of authority given by Barnard.

3. Answer any *one* question :

1×8

- (a) (i) Discuss the bounded rationality model of decision making.
 - (ii) What are the different constraints that are faced by a decision-maker ?
- 5+3
- (b) (i) Leadership style depends on maturity of followers. In view of the statement, elaborate Hersey and Blanchard's theory of leadership.
 - (ii) An organization is an open system. Explain.

5+3

Unit-II**{ Marks : 20 }**

4. Answer any *two* questions : 2×2
- (a) Define Organisation Behaviour. Mention the levels of Organisation Behaviour.
 - (b) State the significance of Organisation Behaviour.
 - (c) Define norm. What are the different types of norm ? 1+1
 - (d) What is organisation culture ? State one barrier created by organisation culture. 1+1
5. Answer any *two* questions : 2×4
- (a) Discuss the Organisation Behaviour Model.
 - (b) Define Role. How does the role of a person in a group affect his/her behaviour ?
 - (c) Do you think that proper ability and job fit can improve productivity ?
 - (d) What are the different views of organisational conflict ?

6. Answer any one question : 1×8
- (a) What is attitude ? Give Illustration. Does attitude affect behaviour of a person ? Discuss in brief cognitive Dissonance Theory of Attitude. 1+1+1+5
- (b) What are the different types of culture ? State the functions of culture. How is culture created ? 1+2+5

Internal Assessment — 10
