

2008

ORGANISATIONAL THEORY AND BEHAVIOUR

[1st Semester]

PAPER—CM - 1101

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) Explain in brief the contingency approach of management.

(b) "Planning is an all pervasive function of management." Give your comments.

(Turn Over)

- (c) What are the points of difference between programmed and non-programmed decisions?
- (d) Do you think that delegation of authority and decentralisation mean the same thing? Give reasons.

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

(a) How does the Human Relations Approach differ from the classical theory? Discuss the applicability of the conclusions derived from Hawthorne experiments in today's organisation. 3 + 7

(b) Explain briefly the steps involved in organising. What are the differences between formal and informal organisation? 4 + 6

UNIT—II

[Marks : 20]

3. Answer any *two* of the following : 5 × 2

(a) What are the factors that affect a person's perceptions?

(b) What are the explanations and lessons of the classical conditioning theory ?

(c) What is group behaviour in an organisation ?
Distinguish between formal group and informal group ? 2 + 3

(d) What are the different techniques of group decision making ?

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

(a) What are the primary characteristics of an organisational culture ?

(b) What are the positive functional aspects of a conflict ? Describe the different techniques of conflict reduction ? 3 + 7

[*Internal Assessment* : 10 Marks]