

**2014**

**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 : 5×2
- (a) Give a brief note on the outcome of “Hawthorne Experiments” as conducted by the term of Elton Mayo.
- (b) What are the problems in delegation of authority from the view point of the delegator ?

*(Turn Over)*

- (c) 'The functions of management depends on the nature of the organisation'—Discuss.
- (d) Discuss in brief the different planning approaches.

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

- (a) (i) What are the advantages of group decision-making ?
- (ii) Explain the term 'brainstorming'.
- (iii) Understanding a problem is half the problem solved. Give your views

3+4+3

- (b) (i) Explain the term 'span of control'. Do you think that span should be a fixed number? Elaborate with reasons.
- (ii) Discuss the process of delegation of authority.

(2+4)+4

**Unit—II***[ Marks : 20 ]*

3. Answer any *two* questions : 5×2
- (a) What are the factors influencing personality?
  - (b) Write a short note on cognitive Dissonance Theory.
  - (c) What are the different stages of group formation? Discuss in brief.
  - (d) Discuss the different sources of organisational conflict.
4. Answer any *one* of the following : 10×1
- (a) Briefly develop 3-D Model of organisation behaviour with the help of a diagram. 6+4
  - (b) What do you mean by organization culture? How organisation culture is created and sustained? 2+4+4

***[Internal Assessment : 10 Marks]***

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