

M.Com. 1st Semester Examination, 2019

**ORGANISATIONAL THEORY
AND BEHAVIOUR**

PAPER —COM-101

Full Marks : 40

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

1. Answer any *two* of the following : 2 × 2
- (a) What do you understand by business ethics ?
 - (b) Write down the key point(s) in contingency theory of leadership.
 - (c) Strategic planning is the key to organizational success. Explain.

(d) Mention four key differences between formal and informal organizations.

2. Answer any *two* of the following : 4 × 2

(a) Proper diagnosis is the key to solving organizational problems. Elaborate the statement.

(b) Discuss the 'economic man' model in decision-making.

(c) Organizations need leaders more and managers less. Discuss.

(d) Write down the advantages of group decision over single-person decision.

3. Answer any *one* of the following : 8 × 1

(a) Describe the factors on which span of management depends as per the modern approach. 8

(b) What do you understand by centralization and decentralization? Write down the advantages of decentralization. 4 + 4

UNIT-II

4. Answer any *two* questions from the following : 2×2
- (a) What is the importance of studying Organisation Behaviour ?
 - (b) How 'value system' of an individual affects his/her 'attitude' ?
 - (c) Can organisational conflict be beneficial for the company ?
 - (d) How Cohesiveness affect productivity of an organisation ?
5. Answer any *two* questions from the following : 4×2
- (a) What is perception in Organisation Behaviour ? How people may commit error while judging others ? 1 + 3
 - (b) What is learning ? Discuss the classical conditioning theory of Learning. 1 + 3
 - (c) Why group decision making is advocated ? What are the different techniques of group decision making ? 1 + 3
 - (d) How to manage stress in work place ? 4

6. Answer any *one* question : 8 × 1

- (a) What is personality ? What are the factors of personality ? Discuss the Big Five Factor model of personality with its significance.
1 + 3 + 4
- (b) What is organisational conflict ? What are the different types of organisation conflict ? What are different conflict handling situations ? How to resolve issues of conflict ?
1 + 1 + 3 + 3

[*Internal Assessment* : 10 Marks]
