

2010

**MASTER OF BUSINESS ADMINISTRATION**

**[Second Semester Examination]**

*(Organisational Behaviour and Management of Change)*

**PAPER—201**

*Full Marks : 100*

*Time : 3 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*

**Write the answers to questions of each Half in separate books**

**FIRST HALF**

**[Marks : 50]**

*( Turn Over )*

1. Answer any *four* questions :

(a) "There are three levels of analysis in the study of organisational behaviour." Explain.

(b) What do you mean by Channels of Communication? Classify different channels that are in common use.

(c) Explain in brief the Classical Conditioning Theory of Learning.

(d) Who are the proponents of Managerial Grid Theory of Leadership? Describe the theory in brief.

(e) What is Perception? Discuss any two short-cut methods frequently used in judging others.

(f) Define organisational culture and elucidate its various functions.

2. Answer any *two* questions : 10×2

(a) Can the personality of an individual change ?  
Describe Hofstede's Framework to explain the impact of culture of a society in a country on the personality of the people living in that country. 10

(b) Explain the concept of group dynamics. Describe the Homans Interaction Theory of group formation. What are the limitations of the theory ? 2+4+4

(c) Do you agree with the view that conflict is dysfunctional ? What do you mean by Role Conflict ? What are the different types of Role Conflict ? Explain Distributive Bargaining as a strategy to settle conflict. 10

[*Internal Assessment* : 10 Marks]

### SECOND HALF

[*Marks* : 50]

3. Answer any *four* questions of the following : 5×4

(a) How can an organisation overcome resistance to change ? 5

(c) What is DBMS (Database Management System)? Why DBMS is used? Explain the basic steps for Mailmerged in MS-Word. Explain de Morgan's theorem for Boolean algebra.

[ *Internal Assessment* : 10 Marks ]