

**2010**

**M. Com.**

**1st Semester Examination**

**ORGANIZATIONAL 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.*

*Notations have their usual meaning*

**Unit—I**

**[ Marks — 20 ]**

1. Answer any two of the following : 2×5
- (a) Discuss in brief the various factors that you will consider as a manager while setting up a new plant for an organization.
  - (b) Management is about people, things and ideas. Give your comments.
  - (c) Distinguish between programmed and non-programmed decisions.
  - (d) Narrate the major factors influencing delegation of authority.

*(Turn Over)*

2. Answer any *one* of the following : 1×10
- (a) Distinguish between systems approach and contingency approach. Do you think that contingency approach is an improvement over the systems approach ? 6+4
- (b) (i) Discuss in detail the planning process.
- (ii) Decisions in life are never perfect ones. Explain in brief the factors that act as impediments to perfect decision-making. 6+4

### Unit—II

#### [ Marks — 20 ]

3. Answer any *two* of the following : 2×5
- (a) Discuss the factors of perceptions of an individual.
- (b) Discuss different techniques of group decision making.
- (c) Define attitudes and state their characteristics.
- (d) How can conflicts be resolved ?
4. Answer any *one* of the following : 1×10
- (a) Discuss in brief any two group properties. 5+5
- (d) What do you mean by culture and organisational culture ? What functions do they perform in organisations ? Explain them. 4+6

[ Internal Assessment : 10 Marks ]

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