

**M.Com. 1st Semester Examination, 2011**

**ORGANIZATIONAL THEORY AND BEHAVIOUR**

PAPER – COM-101

*Full Marks : 50*

*Time : 2 hours*

**Answer all questions**

*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*

Notations have their usual meaning

UNIT – I

[ Marks : 20 ]

1. Answer any *two* questions from the following: 5 x 2

(a) 'Informal organization is an integral part of any organization.' Discuss the statement. 5

(b) Group decision-making is better than single-handed decision-making. Give your opinion. 5

(c) Give your viewpoint on the following statements :  $2\frac{1}{2} + 2\frac{1}{2}$

(i) Authority delegation leads to authority reduction.

(ii) There is no authority other than formal authority.

(d) Discuss Max Weber's Bureaucratic theory. 5

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

(a) Explain in detail the decision-making process. 10

(b) (i) What do you understand by forecasting ?

(ii) Planning is dependent on forecasting. Explain.

(iii) Discuss the benefits of forecasting. 2 + 4 + 4

UNIT – II

[ Marks : 20 ]

3. Answer any *two* from the following questions : 5 x 2

(a) How are the following two factors affected by organisation behaviour ?

(i) Absenteeism

(ii) Violent Behaviour.

(b) What are the different techniques to assess personality of an individual ?

(c) State the different approaches to organisation conflict.

(d) How performance norm and cohesiveness of a group influences productivity ?

4. Answer any *one* from the following questions : 10 x 1

(a) What is organisational culture ? How is organisation culture created and sustained ? 2 + 8

- (b) What are the different types of group? What different stages may be passed by individuals to form a group? 3 + 7

*[Internal Assessment – 10 Marks]*

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