

2013

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 required skills of a manager.
- (b) Though formal and informal organisation forms an integral part of any organisation, there are several differences between the two. You are required to mention the points of distinction.

(Turn Over)

- (c) You are a manager of the Human Resource Department in a reputed FMCG company. It comes to your notice that during the last few months, the employee attrition rate in your organisation has consistently exceeded the industry standard. Discuss your approach in solving this critical problem.
- (d) Write a short note on "bounded rationality" in the context of decision making.

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

- (a) (i) Discuss the inflexibilities associated with planning.
- (ii) Explain the term decentralisation. What are its advantages ?
- (iii) You are required to demonstrate the Management by Objectives process in the form of a diagram.
- 3+4+3
- (b) Narrate the basic features of scientific Management as advocated by F.W. Taylor.

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Unit—II**[Marks : 20]**

- 3. Answer any two questions :** 5×2
- (a) What is personality? Discuss Big Five Factor Model of Personality. 1+4
- (b) What are the different types of values? Does values of a person affect job satisfaction and job performance? 2+3
- (c) Discuss the dependent variables of OB Model. 5
- (d) Explain classical conditioning theory of learning. 5
- 4. Answer any one of the following :** 10×1
- (a) What are the determinants of group cohesiveness? How does cohesiveness affect productivity? 5+5
- (b) What are the functional aspects of organisation? What is organisational conflict? How can these conflicts be resolved? 4+2+4

[Internal Assessment : 10 Marks]