2015

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 :
   
   (a) Discuss in brief the Bureaucratic theory given by Max Weber.
(b) Soft skills are more important for managers than hard skills while working in organizations. Give your views.

(c) Explain the term 'decentralization'. What are the different forms of decentralization?

(d) What are the points of differences between strategic and tactical decisions?

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

(a) (i) Authority in a superior should be real and not nominal. In this regard, discuss the Acceptance theory of authority given by Chester Barnard.

(ii) Explain the different steps in the organizing process.

(b) (i) Planning premises set the base for planning decisions. In this regard, discuss the role of these premises.

(ii) 'Span of control' decision impacts the organizational shape. Elaborate the statement.
(iii) 'Bounded Rationality' approach of decision-making is a practical one in real-life situations. You are required to share your opinion in this regard.

3+3+4

Unit—II

[Marks : 20]

3. Answer any two questions : 2×5

(a) Discuss the significance of knowledge in organizational Behaviour. 5

(b) What is perception? What are mistakes people commit while judging another person? 1+4

(c) What is the relation between cohesiveness and productivity? 5

(d) Discuss the different techniques of group decision making. 5
4. Answer any *one* of the following: 1×10

(a) Define attitude with an illustration. What is learning? Discuss classical conditioning theory of learning. What lessons do we learn from the theory? 2+1+5+2

(b) What is conflict? Discuss different approaches to conflict. How can organizational conflict be resolved? 5+5

*Internal Assessment: 10*