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Course Code MCO - 01

Term End Examination - December, 2019

ORGANISATION THEORY AND BEHAVIOUR

Master of Commerce (MCOM)

Time : 3 hours

Full Marks : 100

The figures in the right-hand margin indicate marks

Answer **all** Groups as directed

Group—A

1. Answer *all* the questions, each within *1* word or *1* sentence : 1×10=10
 - (a) Which leadership style is an expression of the leader's trust in the abilities of his subordinates?
 - (b) At the norming stage, the team is involved in defining what?
 - (c) Through the analysis of what, job specification is developed?
 - (d) What the conflict management helps to understand apart from the nature of conflict?

(2)

- (e) What according to Peter F. Drucker is the basic and scarcest resource of any business enterprise?
- (f) What are the factors that Organizational Behaviour concepts take into consideration?
- (g) What should the group members have in common to succeed?
- (h) What is of much importance for all the managers to get their work done?
- (i) What is the other name for vertical job loading?
- (j) The term LOC in the study of personality stands for what?

Group—B

2. Answer any *four* questions each within
100 words : 5×4=20

- (a) How to overcome resistance to change?
- (b) Explain Extrovert-Introvert theory of Carl Jung.

(3)

- (c) What are the principles of perception?
- (d) Explain various leadership skills.
- (e) What are the different types of Groups?
- (f) Distinguish between 'Group' and 'Team'.

Group—C

3. Answer any *four* questions each within
200 words : 10×4=40

- (a) What is an Organisation? What are the principles of sound organizations?
- (b) What are the different OB models? Explain in detail about any two models.
- (c) What is Communication? What are the various barriers to Communication?
- (d) Distinguish between Authoritarian and Democratic styles of Leadership.
- (e) What are the various stress management techniques? Explain in detail.
- (f) How learning influences organisational behaviour?

(4)

Group—D

4. Answer any *two* questions each within
300 words : 15×2=30

- (a) What are the dimensions of organizational climate? How can it be made conducive?
- (b) What are the emerging challenges to organizational behavior in the new economic scenario?
- (c) Explain Herzberg's two-factor theory of Motivation. How is it different from Maslow's need theory?

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