M. COM
First Semester
ORGANIZATIONAL THEORY AND BEHAVIOUR
(MCM - 101)

Duration: 3Hrs.

Full Marks: 70

Part-A (Objective) =20
Part-B (Descriptive) =50

(PART-B: Descriptive)

Duration: 2 hrs. 40 mins.

Marks: 50

Answer any *five* of the following questions:

1. Discuss the concept of Organisational Behaviour? What is the need to study organisational behaviour? Discuss the contributing disciplines to organisational behaviour. $(2+3+5=10)$

2. What is personality? Mention the prime determinants of personality? Describe the MBIT Test of Personality. $(2+3+5=10)$

3. Mention the levels of conflict. What measures would you take to prevent conflict? $(2+8=10)$

4. Discuss the situational approach to leadership. Describe the various styles of leadership. Support your answer with suitable examples. $(2+8=10)$

5. State the relevance of motivation in an organisation. Provide a detailed explanation and implication of Chris Argyris's theory of motivation. $(2+8=10)$

6. Distinguish between: $(5+5=10)$

   (a) Group and Team.

   (b) Leadership and power.

7. Write short notes on: (5+5=10)

   (a) Johari's window.

   (b) Blake and Mouton's Leadership Grid.

8. "Transactional Analysis refers to the method of analysing and understanding inter-personal behaviour". In this context, explain the various ways of understanding the interactions. (10)

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Duration: 20 minutes

Marks – 20

(PART A- Objective Type)

I. Answer the following:

1×20=20

1. Learning consists of any relatively temporary change in behaviour that occurs as a result of experience. (True/False)

2. Personality is the sum total of ways in which an individual reacts and interacts with others. (True/False)

3. The modern view of conflict states that all conflict should be avoided. (True/False)

4. The ideal transaction is the adult-adult transaction where both the parties interact from adult ego-states. (True/False)

5. Classical conditioning theory was first studied by Ivan Pavlov to determine the relationship between stimuli and the conditioned behaviour. (True/False)

6. _____ is directly concerned with understanding, prediction and control of human behaviour in organisations.

7. A positive feeling about one's job is _____.

8. The _____ is a two dimensional view of leadership developed by Blake and Mouton.

9. Those who have a Type _____ personality are perpetually involved in a struggle to do more and more activities in less time.

10. _____ groups involve clearly defined tasks and roles, while informal groups are neither formally structured nor organisationally determined.

11. The degree to which group members are attracted to each other and are motivated to stay in the group is referred to as?
    (a) Cohesiveness   (c) Norms
    (b) Coordination   (d) Group think

12. Which of the following is *not* a trait dimension in the big five model of personality?
   (a) Extraversion
   (b) Conscientiousness
   (c) Agreeableness
   (d) Culture

13. Which of the following represents the second stage in the five stage group development model?
   (a) Adjourning
   (b) Storming
   (c) Performing
   (d) Forming

14. When we judge someone on the basis of our perception of the group to which he/she belongs, we are using the decision making technique of:
   (a) Stereotyping
   (b) Attitude
   (c) Halo effect
   (d) Projection

15. Which is not a dimension in Maslow's Need Hierarchy Theory?
   (a) Safety
   (b) Ego
   (c) Psychological
   (d) Esteem

16. E-communication includes:
   (a) Video-conferencing
   (b) Instant messaging
   (c) E-mail
   (d) All of the above

17. Political activities include complaining to one's supervision, bypassing the chain of command, forming coalitions, obstructing organisational politics is called:
   (a) Illegitimate politics
   (b) Formal politics
   (c) Legitimate politics
   (d) Informal politics

18. Which of the following is not a characteristic of physical ability?
   (a) Looks
   (b) Dexterity
   (c) Stamina
   (d) Strength

19. Which is not an ethical decision-making criterion?
   (a) Justice
   (b) Personal benefit
   (c) Rights
   (d) Utility

20. Which one of these is not a component of the Johari's window?
   (a) Blind self
   (b) Open self
   (c) Hidden self
   (d) Used self

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