

MASTER OF COMMERCE
SECOND SEMESTER [SPECIAL REPEAT]
ORGANIZATIONAL THEORY & BEHAVIOUR
MCM – 202

**SET
A**

[USE OMR SHEET FOR OBJECTIVE PART]

Duration: 3 hrs.

Full Marks: 70

Time: 30 mins.

(Objective)

Marks: 20

Choose the correct answer from the following:

1 × 20 = 20

- Organizational behaviour focuses on:
 - People skills
 - Communication skills
 - Technical skills
 - Financial skills
- Which of the following concepts is outside the purview of Organisation Behaviour?
 - Group structure and process
 - Leadership
 - Interpersonal communication
 - International influences
- Which of the following practice will *not* create an ethical culture in an organization?
 - Punishing whistleblowers
 - Communicating ethical standards
 - Ethical training and workshop
 - Transparency and accountability in the organisation
- According to Frederick Herzberg, the Two-factor theory comprises the study of motivational factors and the _____ factors.
 - Health
 - Human relations
 - Hazard
 - Hygiene
- Which of the following traits are talked about in the Big Five personality trait model?
 - Introversion, Conscientiousness, Extraversion, Agreeableness and Neuroticism
 - Openness, Conscientiousness, Extraversion, Agreeableness and Calmness
 - Openness, Conscientiousness, Extraversion, Agreeableness and Neuroticism
 - None of these
- Which of the following is positively correlated with job satisfaction?
 - Productivity
 - Promotion
 - Both a & b
 - Neither a nor b
- Who among the following stated that the absence of "satisfaction" is not "dissatisfaction"?
 - Abraham Maslow
 - Herzberg
 - McClelland
 - Douglas McGregor

8. A group that is created simultaneously without the intervention of management in an organisation is called _____ group
- Formal
 - Informal
 - Task
 - Interest
9. _____ is the attractiveness of the members towards the group or resistance to leave it
- Group norms
 - Group cohesiveness
 - Group communication
 - Group structure
10. Which perspective is considered an important aspect of group dynamics
- Human Relations Approach
 - Scientific Management
 - Contingency Approach
 - Hawthorne Effect
11. Intra-group conflict is experienced in which stage of group formation?
- Forming
 - Storming
 - Norming
 - Adjourning
12. Which of the following factor(s) is/are responsible for the dysfunction of a team?
- Avoidance of accountability
 - Lack of commitment
 - Fear of conflict
 - All of these
13. The extent to which members of a group support and validate one another while at work is called:
- Group Dynamics
 - Group Conflict
 - Group Norms
 - Group Cohesion
14. The conflict management style which refers to cooperative but unassertive behaviour is known as _____
- Accommodating style
 - Working style
 - Cooperative style
 - None of these
15. _____ forms of conflict support the goal of the group and improve its performance
- Dysfunctional
 - Concordant
 - Functional
 - Relationship
16. Which type of conflict relates to the content and goals of the work?
- Task
 - Relationship
 - Process
 - Functional
17. In which kind of leadership, there is complete centralization of authority in the hands of the leader?
- Democratic
 - Autocratic
 - Free rein
 - Bureaucratic
18. Grid model was developed by _____
- Blake and Mouton
 - Elton Mayo
 - FW Taylor
 - Max Weber

19. The _____ leadership style is an expression of the leader's trust in the abilities of his subordinates
- a. Participative
 - b. Delegative
 - c. Authoritarian
 - d. None of these
20. Contingency Theory is based on:
- a. Need
 - b. Group
 - c. Situation
 - d. All the above
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(Descriptive)

Time : 2 Hr. 30 Mins.

Marks : 50

[Answer question no.1 & any four (4) from the rest]

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|---|--------|
| 1. Critically analyse Abraham Maslow's Need Hierarchy theory of motivation. | 10 |
| 2. Define perception. Elucidate the process of perception. | 2+8=10 |
| 3. Highlight upon the focus areas of organisation behaviour. | 10 |
| 4. Distinguish between Group and Team. | 10 |
| 5. Define leadership. Explain how the managerial grid helps in the study of the leadership style to be followed in an organisation. | 2+8=10 |
| 6. Describe the concept of transactional analysis. How it will help an individual in an organisational context. | 6+4=10 |
| 7. a) Briefly explain the common leadership style.
b) State the different sources of conflict. | 5+5=10 |
| 8. Write a short note on any two of the following:
a) Group Properties
b) Skills of the Manager
c) Learning | 5+5=10 |

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