## M. COM First Semester ORGANIZATIONAL THEORY & 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 four from Question no. 2 to 8 Question no. 1 is compulsory.

- "Motivation theories can guide in analysing, understanding and directing organisational behaviour". In this context, explain a motivational theory that you would like to choose to study employee behaviour. (10)
- 2. What are the major job attitudes? What causes job satisfaction? How do we measure job satisfaction? (2+3+5=10)
- 3. What is learning? What factors does influence learning? Describe the major theories of learning. (2+3+5=10)
- 4. What do you mean by transactional analysis? What are the various models that are available to analyse interpersonal transactions amongst employees in an organisation? Briefly explain. (2+8=10)
- 5. Discuss the situational approach to leadership. Describe the popular leadership model as suggested by Blake and Mouton. (2+8=10)
- 6. State the relevance of work ethics in an organisation. Provide a detailed explanation of ethical dilemma than an employee can successfully overcome. (2+8=10)
- 7. Distinguish between: (5+5=10)
  - (a) Formal and informal organisation.
  - (b) Leadership and management.

8. Write short notes on:

(5+5=10)

- (a) Negotiation process
- (b) Conflict resolution

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Marks - 20 **Duration: 20 minutes** (PART A - Objective Type) I. Answer as directed:  $1 \times 20 = 20$ 1. A theory X assumption says that the average person wants security and has little ambition. (True/False) 2. Modern organisations mainly face pressures for change, not stability. (True/False) (True/False) 3. Organisational behaviour is multi-disciplinary. 4. A good human skill of the managers is not a need for the present globalised competitive environment. (True/False) 5. Leadership and job design is not a scope of organisational behaviour. (True/False) 6. .....means the mental action or process of acquiring knowledge and understanding through thought, experience and the senses. 7. A satisfied employee will be a.....performer. 8. Trust and being cooperative are part of ......personality trait as per big five personality model. 9. .....model embodies a team concept, based on the principle of mutual contribution by employer and employees. 10.....advocated that humans are externally motivated by levels of need. 11. Organisational behaviour helps to understand behaviour of human in: (a) Work place and society (c) Society only (b) Work place only (d) Department only

(c) Personality

(d) Employer

12. Job satisfaction of an employee depends upon:

(a) Attitude

(b) Behaviour

13.In present context, challenges for	
(a) Employee expectations	(c) Globalisation
(b) Workforce diversity	(d) All of the above
14.A manager with good(a) Communication (b) Knowledge	can make the workplace more pleasant.  (c) Interpersonal skills  (d) Experience
15.Communication begins with (a) Encoding (b) Idea origination	(c) Decoding (d) Channel selection
16.Problem solving process begins v (a) Clarification of situation (b) Identification of difficulty	(c) Establishment of alternatives
17.Myers-Briggs Personality is calle (a) MBTI (b) MBET	d as: (c) MBIT (d) MIBT
1 d. Which of the following is one of (a) Recognition in the workplace (b) Developing sense of achievem	(c) An opportunity to gain experience
19. Which is not an ethical decision-r (a) Justice (b) Personal benefit	naking criterion? (c) Rights (d) Utility
20. 'Girls are not good at sports' is a (a) Perception (b) Individual personality	n example of:  (c) Halo effect  (d) Stereotyping

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