

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.

1. "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

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