

Total No. of printed pages = 3

1 PGDE COM 2

2010

(August)

COMMERCE

Paper : 102

(Organisational Behaviour and Theory)

Full Marks - 80

Time - Three hours

The figures in the margin indicate full marks for the questions.

Answer *all* the questions.

1. (a) Discuss some important typologies of organisation. Classify organisations on the basis of prime beneficiary and point out what problems such organisations are faced with.

8+8=16

Or

- (b) In what respect the system approach to organisation is superior to the traditional approach ?

16

2. (a) Define the term "Span of Management". How would you determine the optimum span in a given situation? 6+10=16

Or

- (b) Critically discuss the necessity of decentralization of authority in an organisation, so as to make delegation more meaningful and effective. 16

3. (a) Bring out the role of groups in an organisation. Substantiate the claims that group task influences group performance and satisfaction. 8+8=16

Or

- (b) Discuss with examples, why perception is the key factor in management. 16

4. (a) Point out in brief, some behavioural implications of control. Suggest some suitable measures to minimise behavioural disfunctions of control. 16

Or

- (b) Distinguish between hygiene factors and motivation factors. What is the significance of Herzberg's theory in actual life? 9+7=16

5. (a) How does distortion in communication take place? What are the barriers of effective communication? 8+8=16

Or

- (b) Why is organisational change often resisted by individuals and groups within the organisation? How can such resistance be prevented or overcome? 8+8=16

www.prepnex.com