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1 PGDE COM 2

2012

(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* questions.

1. (a) What are the different types of organisation ?
How are organisations classified on the basis of functions performed. 8+8=16

Or

- (b) Compare and contrast the classical, neoclassical and modern approach towards organisation. 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) Write short notes on : $8+8=16$

(i) Advantages of decentralisation.

(ii) Guidelines for effective delegation.

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) Define Perception. Explain the steps in the perceptual process. $6+10=16$

4. (a) What is the essence of Vroom's Expectancy model of motivation? What are its merits and limitations? $8+8=16$

Or

- (b) Point out in brief some behavioural implications of control. Suggest some suitable measures to minimize behavioural dysfunctions of control. 16

5. (a) What is effectiveness ? What are the different approaches which have been developed to study organisational effectiveness.

6+10=16

Or

- (b) "Resistance to change is a normal part of process of change." Discuss what technique would you use in overcoming such resistance.

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