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1 PGDE COM 2

2014

(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) What is the systems approach to organisation ?
What are the components involved in systems analysis ? 7+9=16

Or

- (b) Outline Taylors scientific management and examine its relevance to management in the present day business. 16

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

Or

- (b) Define the term "span of management". How would you determine the optimum span in a given situation ? 16

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

Or

- (b) What is the significance of personality in organisational setting ? Discuss various methods and techniques to measure an individuals' personality. 9+7=16

4. (a) Distinguish between hygiene factors and motivation factors. What is the significance of Herzbergs' theory in actual life ?

9+7=16

Or

- (b) Point out, in brief, some behavioural implications of control. Suggest some suitable measures to minimize behavioural dysfunctions of control. 8+8=16

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

Or

- (b) Discuss in detail the various channels of communication which are generally used in modern business enterprises. 16

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