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**1 PGDE COM 2**

**2015**

(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 the various types of organisation. To what extent sound organisation helps in effective management ? 9+7=16

Or

- (b) What are the various approaches to organisational analysis ? What are the components involved in systems analysis ? 8+8=16

2. (a) "Authority is the legitimized power that is linked to each position within the organisation." Discuss. 16

Or

- (b) When does a bureaucratic organisation suffer from serious problems ? Suggest whether it is feasible to design an organisation free from bureaucratic elements. 9+7=16

3. (a) Compare and contrast theory "X" and theory "Y". What are the implications of these theories on managerial practices ? 9+7=16

Or

- (b) Define Perception. Explain the perceptual process. What is the influence of perception on behaviour ? 6+10=16

4. (a) Define Motivation. Indicate how management can successfully motivate people taking clues from Vrom's Valence Expectancy model. 6+10=16

Or

- (b) Explain the nature and functions of leadership based on the following formula :  
 $L = f(l, f, s)$

Also suggest measures of effective leadership. 10+6=16

5. (a) What criteria are used for judging the effectiveness of an organisation ? How does the degree of integration of goals affect organisational accomplishment ?  $8+8=16$

Or

- (b) "Persistence to change is a normal part of the process of change". Discuss. What techniques would you use in overcoming such resistance ?  $9+7=16$