

Total No. of printed pages = 3

1 PGDE COM 2

2016

(September)

COMMERCE

Paper : 102

**(Organisational Behaviour and Theory)**

Full Marks – 80

Time – Three hours

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

1. (a) What are the features of organisations as a system ? Why should organisations be studied from the perspective of systems approach ? 8+8=16

Or

- (b) Discuss about the Classical Organisation Theory and Neo-classical Approach in organisational behaviour. 8+8=16

2. (a) How do some peoples in organisation acquire and exercise greater power than others ? Explain the nature and significance of power relations in a large manufacturing concern.  
8+8=16

Or

- (b) "Weber suggested that to be effective and efficient as an organisational instrument, modern organisations require bureaucratic authority". Do you agree with this statement ? Give reasons. 16

3. (a) What do you mean by organisation behaviour ? Discuss in brief the nature of organisation behaviour. 6+10=16

Or

- (b) Discuss autocratic, custodial, supportive and collegial models of organisation behaviour. What are the situations under which these can be effective ? 16

4. (a) Explain Maslow's Need Hierarchy Theory with examples. 16

Or

- (b) What do you mean by leadership style ? How can leadership style be decided based on the use of power and authority ? 6+10=16

5. (a) Define communication as a process. Discuss the steps for making communication effective. 6+10=16

Or

- (b) "There seems to be little agreement on the components or criteria of organisational effectiveness." Do you agree? Discuss. 16

[www.prepnext.com](http://www.prepnext.com)