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1 PG DODL COM 2

2019

(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.

1. (a) What are the features of organisations as a system? To what extent sound organisation helps in effective management? 8+8

Or

- (b) Discuss similarities and dissimilarities among the three streams of thought in the classical theory. 16

Contd.

2. (a) What do you mean by delegation of Authority? As a manager, how will you determine what authority and to what extent it should be delegated?

4+12=16

Or

- (b) Describe the important elements of bureaucracy. What are its unintended consequences? Suggest whether it is feasible to design an organisation free from bureaucratic elements.

4+4+8=16

3. (a) What do you mean by Organisational Behaviour? Discuss the various determinants of organisational Behaviour.

4+12=16

Or

- (b) What is personality? What are its determinants? Which of them you feel are more important in shaping personality and why?

4+4+8=16

4. (a) Critically examine the need of hierarchy theory of Motivation. 16

Or

(b) Who is a Leader? Discuss the nature of Leadership. Discuss briefly the selected factors in influencing Leadership effectiveness. 16

5. (a) Discuss the process of Communication. Mention how Communication can be made more effective. 8+8=16

Or

(b) Define Organisational Development. Describe the characteristics of Organisational Development.

4+12=16
