

2018

(Aug-Sept)

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 is an Organisation ? Explain the various linkages that need to be examined in studying organisational interface. 4+12=16

Or

- (b) Discuss the Classical Organisation Theory and Neo-classical approach in Organisation. 8+8=16

2. (a) What is Authority ? Discuss in brief the different types of Authority with examples. 6+10=16

Or

- (b) Define Centralisation and Decentralisation. Describe briefly the factors influencing Centralisation or Decentralisation and also mention some of the advantages of both.

4+6+6=16

3. (a) What is meant by Organisational Behaviour? Mention different types of attitudes. How attitudes can be changed, describe briefly?

4+6+6=16

Or

- (b) Discuss about the Transactional Analysis and its uses. 16

4. (a) Compare and contrast Maslow's Need Hierarchy Theory with Herzberg's Two-Factor Theory of Motivation. 16

Or

- (b) Who is a Leader? Discuss with examples the different leadership styles. 4+12=16

5. (a) What is Communication? Explain how barriers to effective communication can be overcome. 6+10=16

Or

- (b) Define Change Management. Discuss the various approaches for reducing resistance to change. 6+10=16