

PG Even Semester (CBCS) Exam., May—2017

COMMERCE

(2nd Semester)

Course No. : COM-202 (C)

(Organizational Behaviour)

Full Marks : 75

Pass Marks : 30

Time : 3 hours

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

Answer **five** questions, taking **one**
from each Unit

UNIT—I

1. Delineate the emergence of organizational behaviour and relationship between management and organizational behaviour. 7+8=15
2. Enumerate, in detail, various types of organization. 15

UNIT—II

3. Critically analyze Frederick Herzberg's two-factor theory. 15
4. Discuss briefly the history of emergence of transactional analysis. Also discuss about Ego States and Life Positions. 5+10=15

UNIT—III

5. Define group dynamics. Discuss about group norms and group cohesiveness. 5+10=15
6. Narrate the stages of team development. Suggest measures for effective team development in an organization. 7+8=15

UNIT—IV

7. State the sources of conflict. Also describe the mechanism of conflict resolution. 7+8=15
8. Delineate the stages involved in conflict episode. Suggest some measures to manage conflict. 7+8=15

(3)

UNIT—V

9. Discuss the concept of maturity in the light of situational leadership theory of Hersey and Blanchard. Suggest the styles that are relevant for different levels of maturity. 7+8=15
10. Define power and politics. Also explain the reasons for organizational politics. 6+9=15

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