



M.Com. (Semester – II) Examination, April 2016
COC202 : ORGANISATIONAL BEHAVIOUR (OA-18)

Duration : 3 Hours

Max. Marks : 60

- Instructions :** 1) This paper consists of **nine** questions carrying **equal** marks.
2) Question No. 1 consists of **5 compulsory** questions of **2 marks each**.
3) Answer **any 5** question 2, 3, 4, 5, 6, 7, 8 and 9.
4) **Each** question carries **10** marks. Figures to the **right** indicate marks.

1. Answer the following questions in brief : (5×2=10)
 - a) State and explain any two features of Task Team.
 - b) Explain the concept 'Transformational leader'.
 - c) State and explain any two features of the Scientific Management School.
 - d) Distinguish between 'Burnout' and 'Trauma'. (Any two points).
 - e) State any five principles of Henry Fayol's principles of management.
2. State and explain the foundations of individual behaviour. 10
3. Explain the Need Hierarchy Theory of Motivation. 10
4. a) Explain Mckinsey's 7S framework and highlight its importance in organizational development. 7
b) Write a short note on the 'Behavioural School of Management'. 3
5. a) What is organizational change ? 4
b) Explain the stages in the change process in an organisation. 6
6. a) What is stress ? What are the effects of stress ? 5
b) Explain the properties of Groups. 5
7. a) Explain the sources of power in an organisation. 4
b) Discuss the relevance of informal groups. 6
8. Identify and discuss the five styles of conflict management. 10
9. Discuss the types of counseling in terms of the amount of direction that a counselor gives a counselee. 10