



M.Com. (Semester – II) Examination, April 2015
COC 202 : ORGANISATIONAL BEHAVIOUR (OA-18)

Duration : 3 Hours

Total Marks : 60

- Instructions :** 1) Question No. 1 consists of **5 compulsory** questions of **2 marks each**.
2) Answer **any five (5)** questions from **2, 3, 4, 5, 6, 7, 8 and 9**.
3) Figures to the **right** indicate **marks** assigned to the questions.

1. Answer the following : (2x5=10)
- a) Explain two characteristics of Counselling.
 - b) State four differences between Groups and Teams.
 - c) State and explain two types of Power in an Organisation.
 - d) State four ways by which Formal Groups are different from Informal Groups.
 - e) What is the meaning of Task Leader and Social Leader ?
2. a) Discuss the recent contributions to Management Thought. 5
b) State how is Scientific Management School different from Behavioural School. 5
3. a) Explain the severe outcomes of Stress among employees. 4
b) Describe McKinsey's 7-S Framework Approach. 6
4. a) Discuss the sources of interpersonal conflict in an organisation. 5
b) Explain five tactics used by leaders to gain Political Power. 5
5. a) Explain the ways how Informal Organisations can be monitored. 4
b) Enumerate types of Counselling based on the Counsellor's control in a Counselling situation. 6

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- 6. a) How do individual attitudes and collective group demands affect responses to change ? 5
- b) Explain the typical stages in a Team's Life Cycle. 5
- 7. a) Discuss the interpersonal conflict handling orientations. 6
- b) Explain the role of Transformational Leadership in change. 4
- 8. a) Explain Mc Gregor's Theory X and Theory Y in relation to human motivation. 6
- b) Why it is important for Managers to have a knowledge of Perception to understand individual behaviour ? 4
- 9. Discuss the Models of Organizational Behaviour. 10