

Question Paper Code : 3538

M.Com. (Hons.) (Semester-VI) Examination, 2018

COMMERCE

[BCH-606]

(Organizational Behaviour)

Time : Three Hours]

[Maximum Marks : 70

Note : Answer **five** questions in all. Question **No.1** is **compulsory**. Besides this, attempt **one** question from each unit.

1. Answer the following questions in brief : [3x10=30]
- (a) What is the importance of communication at work place ?
 - (b) Briefly explain the factors affecting OB.
 - (c) What is Stereotyping ?
 - (d) Explain fundamental and self serving bias errors of perception.
 - (e) Discuss Herzberg two factor theory of motivation.

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(1)

[P.T.O.]

- (f) What do you mean by social loafing ?
- (g) Discuss in brief the 7 'Cs of communication.
- (h) Briefly explain the results of Ohio State Study of Leadership.
- (i) What are learning organizations ?
- (j) Describe the common characteristics of organizational culture.

UNIT-I

- 2. Define Organizational Behaviour. Identify the major Behavioural Sciences disciplines that contribute to organizational behaviour. [10]
- 3. Who is a manager ? Describe the roles of Managers given by Mintzberg. [10]

UNIT-II

- 4. Discuss the Operant Conditioning theory of learning. Explain in detail the various types of reinforcement employed in strengthening and weakening the behaviour of employees at work place. [10]

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- 5. Define Perception. What factors influence it ? Also explain attribution theory of perception. [10]

UNIT-III

- 6. Discuss the stages of group development. List and explain the factors having impact on group cohesiveness. [10]
- 7. Differentiate between team and group. Explain the various types of teams along with suitable examples.[10]

UNIT-IV

- 8. Describe the sources of resistance to change. Explain Lewin's model of the change process. [10]
- 9. "Conflict is an absolute necessity for a group to perform effectively." Comment. Explain the conflict resolution model. [10]

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