

Roll No. _____

This paper has 1 printed sheet.

M.Com Semester- I Examination Old Course (SOL)

(November/December 2016)

Paper no.- 6101

Subject- Organisation Theory and Behaviour

7021

67

Duration: 3 Hours

Max. Marks: 100

- General Instructions:**
- 1. Attempt all questions.**
 - 2. All questions carry equal marks.**

1. "Organizations are open systems which are affected by, and in turn affect, their external environments." Elucidate the statement. Also explain the concept of Systems Theory and Contingency theory. 20

Or

"OB is an independent discipline which has developed over the last few decades." Critically evaluate the statement with the help of suitable diagram and examples. 20

2. (a) Compare and contrast the terminal values and instrumental values with the help of suitable examples particularly when both are not complementary to each other. 10
(b) "Personality cannot be developed as it is based on DNA and genes." Critically evaluate the statement with the help of suitable examples. 10

Or

- (c) Write a detailed note on Transactional Analysis with the help of suitable examples from the corporate world. Also explain the uses of TA. 10
(d) "The key is to enhance the open area by self disclosure, feedback, and shared discovery." Elucidate the statement with the help of diagram and examples. 10

3. "Employee first and Customer Second is the key to motivate enlightened employees." Elucidate the statement with the help of suitable examples from the corporate world. Also discuss Ken Thomas Theory of Motivation. 20

Or

Write a detailed note on various styles of Leadership with the help of diagrams and suitable examples. 20

4. Distinguish between any two of the following:

- (a) Individual decision making and group decision making.
- (b) Classical Conditioning and Operant Conditioning
- (c) Organizational Culture and Organizational Climate
- (d) Power and Politics

10X2=20

5. Write short notes on any two of the following:

- (a) Learning and Perception
- (b) Stress Management
- (c) Path Goal Theory and ERG Theory
- (d) Modes of Handling Conflict

10X2=20