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63/2 (SEM-1) MCO 103

2021

(held in 2022)

**COMMERCE**

(Theory Paper)

Paper Code : MCO-103

**(Organizational Theory and Behaviour)**

Full Marks – 80

Time – Three hours

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

I. Very short questions : 1×8=8

- (1) What is Autocratic Model in OB ?
- (2) Authority is the legitimate \_\_\_\_\_ to influence another person.
- (3) What is adult ego ?
- (4) \_\_\_\_\_ is the first stage in group development.

[Turn over

(5) Vroom's Expectancy theory can be expressed in an equation as  $\text{Motivation} = \text{Expectancy} \times \text{Instrumentality}$ .

(6) In Herzberg's two factor theory \_\_\_\_\_ is considered as both motivation and hygiene factor.

(7) Leader leads people. Manager \_\_\_\_\_ things.

(8) What is Free-Rein-Style ?

II. Short type questions :

4×4=16

(1) State the contributing discipline to OB.

(2) Write short notes on non-complimentary transactions in OB.

(3) Point out the need for and significance of motivation in an organisation.

(4) How is organisational culture created and sustained ?

III. Long type questions :

14×4=56

(1) What is organisational Behaviour ? State the needs for studying organisational Behaviour. Discuss the various models in organisational Behaviour.

2+4+8=14

Or

Why should managers give importance in understanding human behaviour ? Discuss the foundation factors that determine human behaviour in an organisation ? 4+10=14

(2) What is Nominal Group Technique ? Discuss the process followed by nominal group technique in decision making process.

4+10=14

Or

What is Life Positions in TA ? Discuss the various life positions which is used by people in transacting with others. 4+10=14

(3) Compare and contrast Maslow's need hierarchy theory with Herzberg's two factor theory of Motivation. 14

Or

What do you mean by motivation ? Discuss with illustrations the ERG theory of Motivation by Alderfer and Adams Equity theory. 2+12=14

- (4) Discuss the concept of "Maturity" in the light of Situational Leadership theory of Hersey and Blanchard with illustration. Also mention the styles that are suggested by them that are relevant for different levels of maturity.

7+7=14

Or

What do you understand by leadership styles? Discuss the main styles of leadership. Examine the leadership styles followed by Indian managers and suggest the right style of leadership for Indian managers in your point of view.

2+6+6=14