

2007

COMMERCE

THIRD PAPER

(Management and Organizational Behaviour)

Full Marks: 80

Time: 3 hours

The figures in the margin indicate full marks for the questions

PART-A

Answer **all** questions

1. Answer the following questions: 2×4=8
 - a) What is classical conditioning?
 - b) Define organizational effectiveness.
 - c) Highlight the principles of coordination.
 - d) What is organizational climate?
2. Distinguish between: 3×3=9
 - a) Line authority vs. Staff authority
 - b) Positive reinforcement vs. Negative reinforcement
 - c) Interpersonal vs. Intraindividual conflict
3. Write short notes on: 3×5=15
 - a) Hawthorne effect
 - b) Departmentation
 - c) Managerial grid
 - d) Social loafing
 - e) Dominant culture

PART-B

Answer **any three** questions

4. Describe the evolution of different schools of management thought. How does management science school differ from behavioural school? Discuss. 8+8=16
5. Define personality. What do you understand by personality traits? Also, discuss how you would associate personality to organizational behaviour. 4+6+6=16
6. Briefly explain Alderfer's ERG theory of motivation. Bring out the similarities and dissimilarities of Alderfer's theory with Maslow's theory. Also, critically analyse the limitations of these theories. 4+8+4=16
7. Explain the need of control in an organization. What are the steps in a control process? Also, explain how financial controls are considered important in managing an organization. 4+6+6=16
8. What are the different types of groups in an organization? In this context, discuss the major theoretical explanation of group formation. 4+12=16