

(4)

9. Write Short notes on any **four** of the following:
1/2 × 4 = 10

- (a) Organization Development
- (b) Kurt Lewin's change model
- (c) Johari window
- (d) functions of culture
- (e) Change Agents.

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Roll No. _____

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B.Com. (Hons.) (Semester-VI)

Examination, 2015

COMMERCE

(Organization Behaviour)

(BCH-606)

Time Allowed : Three Hours] [Maximum Marks : 70

Note : Answer **five** questions in all. Question **No.1** is **compulsory** which carries 30 marks. Attempt **one** question from each unit which are of 10 marks each.

1. Describe the following in brief :
 - (a) Formal and informal organization.
 - (b) Sources of motivation.
 - (c) Stereotyping.
 - (d) Classical conditioning.
 - (e) Reasons for group formation.

(2)

- (f) Determinants of group Cohesion.
- (g) Resistance to Change.
- (h) Levels of organisational culture.
- (i) Differentiation of groups.

Unit-I

- 2. What is meant by the term organizational behaviour? Explain in detail the interdisciplinary nature of organizational behaviour. 10
- 3. (a) Discuss the different roles of managers as proposed by Henry Mintzberg. 5
- (b) Describe in brief the various direct and indirect environmental forces in context to an organization. 5

Unit-II

- 4. Define perception. What are the factors that affect the process of perception in a individual? Explain. 10
- 5. Answer any **two** of the following : 5+5
- (a) What are the implications of Theory X' and Theory Y' for the practising managers?

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(3)

- (b) What is re-inforcement? Discuss in brief the various re-inforcement strategies.
- (c) Enlist the various theories of learning and discuss any one of them in detail.

Unit-III

- 6. Define the concept of 'group'. Describe the various types of groups that are found to exist in organisational setup. 10
- 7. Answer any **two** of the following : 5+5
- (a) Discuss the five-Stage model of group development as proposed by Tuckman.
- (a) What is group structure? Describe in brief its various aspects.
- (c) What is group decision making? Discuss its merits and problems.

Unit-IV

- 8. Define conflict. Discuss the various levels of conflict. Also suggest some strategies to resolve the conflict. 10

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P.T.O.