

END TERM EXAMINATION

FIRST SEMESTER [BCOM(HONS)] JANUARY 2024

Paper Code: BCOM-107

Subject: MANAGEMENT PROCESS AND ORGANIZATIONAL BEHAVIOR

Time: 3 Hours

Maximum Marks: 60

Note: Attempt any five questions. All questions carry equal marks.

- Q1. Evaluate the significance of the human relations approach in contrast to the classical approach in managing human resources within an organization. Provide examples to illustrate their application in modern management practices.
- Q2. Discuss the potential benefits and challenges organizations might face when implementing Business Process Re-engineering. Provide examples of successful re-engineering initiatives and their outcomes.
- Q3. Compare and contrast perfect rationality and bounded rationality in decision-making. Discuss how decision-making techniques differ under these two models and their implications for managerial choices.
- Q4. Define and distinguish between line, staff, and functional authorities within an organizational framework. Discuss the significance of decentralization and delegation of authority in enhancing organizational effectiveness.
- Q5. Compare and contrast Type A and Type B personalities, highlighting their distinct characteristics and the potential impact on individual behaviour and work performance.
- Q6. Define values and discuss their significance in shaping individual behavior in an organizational context. How do different types of values influence employee attitudes and workplace behaviour?
- Q7. Explain the differences between extrinsic and intrinsic motivation. How can a leader effectively utilize both types of motivation to enhance employee engagement and productivity?
- Q8. Compare the impacts of transactional and transformational leadership on organizational culture and employee motivation. How do these leadership styles differ in their approach to managing change and inspiring followers?

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