

(Please write your Exam Roll No.)

Exam Roll No. 01600382819

END TERM EXAMINATION

FIRST SEMESTER [B.COM (HONS.)] NOVEMBER - DECEMBER 2019

Paper Code: BCOM 101

Subject: Management Process & Organizational Behaviour

Time : 3 Hours

Maximum Marks : 75

Note: Attempt any five questions including Q. No. 7 which is compulsory.

- Q1. How do you feel about having a manager's responsibility in today's world characterized by uncertainty, ambiguity, and sudden changes or threats from the environment? Describe some skills and qualities that are important to managers under these conditions. (15)
- Q2. If you were a top manager of a medium sized real estate sales agency, would you use MBO? If, so given examples of goals you might set for managers and sales agents. (15)
- Q3. Briefly explain various models of organizational behaviour? (15)
- Q4. How do McGregor's theory X and theory Y of Human behaviour help motivation of employees? Do you think an integrated approach and amalgamation of these theories may be more effective in our country? (15)
- Q5. Discuss in brief various Traditional and Modern Control techniques. (15)
- Q6. a) Explain any two techniques of over-coming resistance to change. (7.5)
b) What is organizational culture? How are conflicts handled in organizations? (7.5)
- Q7. Write short notes on **any three** of the following: (5x3=15)
a) Stages of Group development
b) Transactional Analysis
c) Classical conditioning theory of learning
d) Tannenbaum & Schmidt model of leadership
e) Span of control

Efficient
easy

Need Super
X Job.
Reluctant to work.

P

24
48
18
33