

(Please write your Exam Roll No.)

Course Change Papers.

Exam Roll No.

88817

## END TERM EXAMINATION

FIRST SEMESTER [B.COM(H)] NOVEMBER - DECEMBER 2017

Paper Code: B.COM-101

Subject: Management Process and Organizational Behaviour

Time: 3 Hours

Maximum Marks: 75

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

- Q1 Explain the contribution of Hawthorne experiments to the consideration of human aspect in organizations.
- Q2 Explain planning process. Discuss the different types of plans.
- Q3 Explain classical conditioning theory of learning. How this theory can be applied in organizations?
- Q4 Explain the term perception. Discuss the perceptual errors. How does study of perception help in understanding human behaviour.
- Q5 Explain Johari window. How does study of Johari window help in understanding interpersonal relations. Explain life scripts and its relevance in understanding behavior transactions.
- Q6 Explain Tannenbaum and Schindt Model of leadership. Explain the different types of leadership styles citing examples to support your answer. Assume three different real life corporate situations and select the appropriate style for each of such situations.
- Q7 Write short notes on **any three** of the following:-
- (a) Primacy effect
  - (b) Group think
  - (c) Decentralisation
  - (d) Resistance to change.

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