



M.Com. (Semester – II) Examination, April 2016  
COC202 : ORGANISATIONAL BEHAVIOUR (OA-18)

Duration : 3 Hours

Max. Marks : 60

- Instructions :** 1) This paper consists of **nine** questions carrying **equal** marks.  
2) Question No. 1 consists of **5 compulsory** questions of **2 marks each**.  
3) Answer **any 5** question **2, 3, 4, 5, 6, 7, 8 and 9**.  
4) **Each** question carries **10** marks. Figures to the **right** indicate marks.

1. Answer the following questions in brief : (5×2=10)
  - a) State and explain any two features of Task Team.
  - b) Explain the concept 'Transformational leader'.
  - c) State and explain any two features of the Scientific Management School.
  - d) Distinguish between 'Burnout' and 'Trauma'. (Any two points).
  - e) State any five principles of Henry Fayol's principles of management.
2. State and explain the foundations of individual behaviour. 10
3. Explain the Need Hierarchy Theory of Motivation. 10
4.
  - a) Explain Mckinsey's 7S framework and highlight its importance in organizational development. 7
  - b) Write a short note on the 'Behavioural School of Management'. 3
5.
  - a) What is organizational change ? 4
  - b) Explain the stages in the change process in an organisation. 6
6.
  - a) What is stress ? What are the effects of stress ? 5
  - b) Explain the properties of Groups. 5
7.
  - a) Explain the sources of power in an organisation. 4
  - b) Discuss the relevance of informal groups. 6
8. Identify and discuss the five styles of conflict management. 10
9. Discuss the types of counseling in terms of the amount of direction that a counselor gives a counselee. 10