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SRN – 02

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
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