



**M.Com. (Semester – II) Examination, November 2015
COC 202 : ORGANISATIONAL BEHAVIOUR (OA – 18)**

Duration : 3 Hours

Max. Marks : 60

Instructions : 1) Question No.1 consists of **5 compulsory** questions of **2 marks each**.

2) Answer **any five (5)** questions from **2, 3, 4, 5, 6, 7, 8, and 9**.

3) Figures to the **right** indicate marks **assigned** to the questions.

1. Answer the following : (5×2=10)
 - a) List out four critical components of Mc Kinsey's 7-S Approach Framework.
 - b) Explain two points of difference between Directive Counselling and Non Directive Counselling.
 - c) State four benefits of Conflict in an Organisation.
 - d) List out four measures by which Management can influence Informal Organisations.
 - e) State and explain the elements of Transformational Leadership.
2. a) Discuss the merits and criticism 'Scientific Management School'. 6
b) Explain any four Approaches to Management Analysis. 4
3. a) Explain five principles of Learning that assist a Manager in understanding behaviour. 5
b) Discuss the unique sources of Power in an Organisation. 5
4. a) Elaborate the Autocratic and Custodial Models that help to understand behaviour in organisations. 5
b) Discuss the strategies selected by individuals to resolve Conflict. 5



5. a) Explain how stress and job performance are related. 6
b) Discuss the most important outcomes of Formal Group Processes. 4
 6. Explain the benefits and problems that Informal Organisations bring to both a work group and employer. 10
 7. a) Explain how Modern Organisations give rise to the need for Teams. 4
b) Elaborate the approaches for coping with stress adopted by management and employees. 6
 8. a) Discuss why Organisational Behaviour is a multi disciplinary subject. 6
b) Explain the outcomes of Conflict resulting from the approaches taken by individuals. 4
 9. a) Explain the Three Stage Model of Change Process. 6
b) Discuss the skills required by team leaders and team members for successful Team Building. 4
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