



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

Duration : 3 Hours

Total 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 :

(2×5=10)

- a) Explain two characteristics of Counselling.
- b) State four differences between Groups and Teams.
- c) State and explain two types of Power in an Organisation.
- d) State four ways by which Formal Groups are different from Informal Groups.
- e) What is the meaning of Task Leader and Social Leader ?

2. a) Discuss the recent contributions to Management Thought.

5

b) State how is Scientific Management School different from Behavioural School.

5

3. a) Explain the severe outcomes of Stress among employees.

4

b) Describe McKinsey's 7-S Framework Approach.

6

4. a) Discuss the sources of interpersonal conflict in an organisation.

5

b) Explain five tactics used by leaders to gain Political Power.

5

5. a) Explain the ways how Informal Organisations can be monitored.

4

b) Enumerate types of Counselling based on the Counsellor's control in a Counselling situation.

6





6. a) How do individual attitudes and collective group demands affect responses to change ? 5
- b) Explain the typical stages in a Team's Life Cycle. 5
7. a) Discuss the interpersonal conflict handling orientations. 6
- b) Explain the role of Transformational Leadership in change. 4
8. a) Explain Mc Gregor's Theory X and Theory Y in relation to human motivation. 6
- b) Why it is important for Managers to have a knowledge of Perception to understand individual behaviour ? 4
9. Discuss the Models of Organizational Behaviour. 10