

MC-102

West Bengal State University
M. Com. Examination, 2016
Semester - I
ORGANISATION BEHAVIOUR
(MC - 102)

Duration : 2 Hours]

[Full Marks : 40

The figures in the margin indicate full marks.

GROUP - A

Answer any *five* questions.

5 × 2 = 10

1. What is job satisfaction ?
2. What is an organisation ?
3. What do you mean by motivation ?
4. What do you mean by organisational citizenship behaviour ?
5. What is grapevine ? Give an example of a situation where it can be put to an advantage.
6. Mention the different properties of groups.
7. What is Managerial Grid ?
8. What is a virtual team ? Why is it becoming so popular today ?

GROUP - B

Answer any *two* questions taking *one* each from Part-I and Part-II.

2 × 5 = 10

PART - I

Answer any *one* question.

9. What are the different components of perception ? How are these components related ?
2 + 3
10. Is employee turnover bad in all cases ? Answer with arguments.

PART - II

Answer any *one* question.

11. Describe the process of group development for temporary groups with deadlines.
12. Define organisation culture. What are the primary characteristics that capture the essence of organisation culture ?

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GROUP - C

Answer any *two* questions taking *one* each from Part-I and Part-II.

2 × 10 = 20

PART - I

Answer any *one* question.

13. Critically evaluate Vroom's Expectancy theory.
14. What traits are considered in the Big-Five model of personality ? How do these traits affect personal and organisational outcomes ? Differentiate between Type A personality and Type B personality.

(1 + 6) + 3

PART - II

Answer any *one* question.

15. Discuss the Fiedler's Contingency Model of leadership mentioning the dimensions of contingencies and their matching leadership styles.
16. What are the factors that influence the effectiveness of a team ?
