

B. Com Examination October 2008
I.P October 2008

Time: 3 Hours

Marks: 100

NB:

Attempt any five questions in all.

Attempt any three questions from Section I and any two questions from Section II or any two questions from Section I and any three questions from Section II.

Figures to the right indicate full marks.

Answer to both the sections should be written in the same answer-book.

Q.1 Give reasons for the following (any four) 20

- (a) One major strength of Organizational Behaviour is its interdisciplinary nature.
- (b) The idea of Individual differences is supported by science.
- (c) Organizations are social systems.
- (d) Organizations are formed on the basis of mutuality of interest.
- (e) Human resource approach is developmental.
- (f) People who lack system understanding develop behavioural bias.

Q.2 Explain the following terms (any four) 20

- (a) Open Communication.
- (b) Semantic-barrier in communication.
- (c) Non-verbal Communication.
- (d) Job instructions.
- (e) Open door policy.
- (f) Tele commuting.

Q.3 Critically evaluate the Reinforcement theory and Expectancy model of work motivation. 20

Q.4 State whether the following statements are true Or false and give reasons (any four): 20

- (a) Employees often make cost reward comparison.
- (b) Comparable worth programmes do not guarantee equal pay for equal work.
- (c) Employee selection decision is communicated to the employee in an appraisal interview.
- (d) Fundamental attribution error is shown when judging our own selves.
- (e) Skill based pay is also called as knowledge based pay.
- (f) Profit sharing recognises mutual interest.

Q.5 Explain the following: 20

- (a) Blake and Mouton's Managerial grid,
- (b) Vroom's decision making model

SECTION II

Q.6 Explain the following statements (any four): 20

- (a) Job satisfaction is multidimensional.
- (b) Job satisfaction and Life satisfaction are related to each other.
- (c) High job performance contributes to high job satisfaction.
- (d) Job satisfaction studies are useful to the managers.
- (e) Managers can change employee attitudes.
- (f) There are various types of closed ended questions.

Q.7 Write short notes on (any four): 20

- (a) Sources of interpersonal conflict.
- (b) Conflict resolution strategies
- (c) Effects of conflicts

(d) Assertiveness.

(e) Stroking.

(f) Tactics to gain political power

Q.8 Compare formal and informal organizations and state the benefits of informal organizations. 20

Q.9 Give reasons for the following (any four): 20

(a) Managers are linking pins between groups.

(b) Organic organizations are more flexible and open

(c) There are several stages in team development.

(d) Process consultants use facilitating behaviours to help team function more effectively.

(e) Team members need feedback.

(f) Self-managing teams have advantages and disadvantages

Q.10 Elaborate on job related causes of stress and stress management types. 20