

2025



COMMERCE

Course No. : CM701C (NEP)

(Organizational Behaviour)

Full Marks : 60

Time : 3 hours

*The questions are of equal svalue**The figures in the margin indicate full marks for the questions*

Answer all questions

1. a) Define the term Organisational Behaviour. "Managers may be effective but not always successful." Discuss this statement with reference to Fred Luthans' study on managerial activities. 3+9
Or
 b) "Diversity is both an opportunity and a challenge." Discuss this statement with reference to workforce diversity management. Explain how organizations can overcome barriers such as prejudice, stereotypes, and resistance to change. 7+5
2. a) Explain the Myers-Briggs Type Indicator (MBTI) model of personality. Describe its personality types and discuss its practical applications in organizational settings. 5+7
Or
 b) Define perception and discuss the stages involved in the perceptual process. Explain how an employee's interpretation can affect their judgments. 8+4

3. a) Describe Bandura's Social Learning Theory. Explain the four processes of observational learning with suitable workplace examples.

3+9

Or

- b) Differentiate between Theory X and Theory Y assumptions regard to employee motivation. Critically evaluate how management style changes under these theories with examples.

7+5

4. a) Explain Fiedler's Contingency Model of Leadership and critically analyze its implications for effective leadership in organizations.

8+4

Or

- b) Evaluate the effectiveness of different power tactics in influencing decision-making in large organizations.

12

5. a) Explain the concept of interpersonal communication, highlighting its core principles. Discuss the various categories of interpersonal communication with suitable examples.

8+4

Or

- b) Examine the five dysfunctions of a team as outlined by Patrick Lencioni and discuss strategies to overcome them.

8+4

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