

2025

COMMERCE

Course No. : CM701C (NEP)

(Organizational Behaviour)*Full Marks : 60**Time : 3 hours*

The questions are of equal value
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

(Turn Over)



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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