

Total number of printed pages-5
(ii) Which of the following is not a positive or negative Vroom's expectancy theory?

63/2 (SEM-1) MCO103

2023

COMMERCE

Paper : MCO103

(Organisational Theory and Behaviour)

Full Marks : 80

Pass Marks : 32

Time : Three hours

The figures in the margin indicate full marks for the questions.

1. Choose the correct answer : 1×6=6

(i) Which of the following factors is not a motivating factor according to Herzberg's two factors theory of motivation :

- (a) Achievement
- (b) Recognition
- (c) Work itself
- (d) Status

Contd.

(iii) Which of the following variables of Vroom's expectancy theory of motivation may be zero, positive or negative

- (a) Valence
- (b) Instrumentality

(c) Expectancy

(d) Outcomes

(iii) According to which theories of Leadership the focus is not given on the personality of leader but on the personality of the organisation as a whole

(a) Trait theory

(b) Situational theory

(c) Behavioural theory

(d) Composite theory

(iv) In an autocratic model of OB, the managerial orientation is ____

(a) Dictatorship

(b) Inclusive

(c) Participative

(d) Team Work

(v) The ego state which operates rationally what they are thinking and feeling, which is based on facts without interference of unconscious contamination, responding appropriately, displaying logical and consistent behaviour is

(a) Parent ego

(b) Child ego

(c) Adult ego

(d) Rational ego

(vi) Deferred Judgement is used in which of the following group decision making techniques

(a) Brainstorming

(b) Consensus mapping

(c) Nominal group technique

(d) Delphi technique

2. Answer the following questions : $2 \times 5 = 10$

(i) Write two limitations of Maslow's Theory of motivation.

(ii) State briefly *three* needs recognized by McClelland in his Achievement theory of Motivation.

(iii) Explain in brief *two* organisational sources of stress.

(iv) Define adult ego.

(v) What is consensus mapping?

3. Of Answer the following questions : (*any six*)
5×6=30

(i) Give a comparison of Herzberg's theory of Motivation with Maslow's theory of Motivation.

(ii) How does power play a role in conflict?

(iii) What are the challenges of organisational development?

(iv) What are the factors which can influence organisational culture?

(v) Briefly explain *three* symptoms of stress.

(vi) Describe how OB is an interdisciplinary subject.

(vii) Compare between the custodial model and autocratic model of OB?

(viii) Describe the Johari Window of Interpersonal Behaviour.

(ix) Discuss the Delphi technique of group decision making.

4. Answer *any two* from the following questions :
10×2=20

(i) Explain the two factor theory and theory of motivation with critical evaluation.
7+3=10

(ii) Describe different ways of making leadership style effectiveness for organisation.

(iii) Discuss the modern organisation theory.

5. Answer *any one* question from the following :
14

(i) Explain as how motivation process can help in organisational effectiveness.

(ii) Explain the biographical characteristics of Individual Behaviour. Discuss briefly the emotional intelligence of work.
9+5=14