

Unique Paper Code : **22417507**

Name of the Paper : **Organisational Behaviour**

Name of the Course : B.Com (H), CBCS

Semester: V

Duration: 3 hours

Maximum Marks: 75

Instructions for Candidates

A. Attempt any **four** questions. All questions carry equal marks.

B. Answers may be written either in English or Hindi; but the same medium should be used throughout the paper.

1. Organizational Behaviour represents interactions among individual, groups and the organisation itself.” Elucidate this statement. Why do the managers need a conceptual framework for studying behaviour in organization? Discuss.
2. “Personality is as the sum total of ways in which an individual reacts and interacts with others. Personality is the set of distinctive traits and dimensions that can be used to characterize Individuals”. Discuss this statement and explain the factors influencing personality.
3. Do you prefer to make decision in a group or alone? Justify your preference. Explain the process and relevance of Delphi Technique in decision making.
4. Review the hygiene and motivators in the two-factor theory of motivation. Do you agree with the distinction between hygiene factors and motivators? Are there any hygiene factors that you would consider to be motivators?
5. “Leadership is strongly affected by the situation from which the leader emerges and in which he operates”. Discuss this statement. Identify the conditions under which highly task oriented and highly people oriented leaders can be successful based on Fiedler’s Contingency theory.
6. You are the newly appointed HR head of the ABC Ltd. To improve the effectiveness and efficiency of the HR Operations, you have proposed to introduce Artificial intelligence

and other technological changes at various levels. How would you plan and implement the change? How would you deal with the employees' resisting the change?