

2020

TWO YEAR M. COM. SEMESTER 1 EXAMINATION

(New Syllabus under CBCS)

Instructions for Examinees

The students are required to strictly adhere to the following instructions:

1. Use A4 size paper for giving the examination.
2. Write the following on the top of the first page of answer sheet:
 - i) Roll Number: (as per the Admit Card)
 - ii) Registration Number: (as per the Admit Card)
 - iii) Paper Code and Name of the Paper
 - iv) Date of the examination
 - v) Duration of examination (12 noon to 2pm)
3. Put page number on the top right of each page (including the first page).
4. Only one side of the paper should be used for examination.
5. Put your signature with date, at the bottom right of every page used.
6. Before sending your answer scripts, arrange the pages sequentially. Scan them in the order of page number and convert them into a single pdf. file.
7. Pdf. file name should be your **Full Roll Number <underscore> paper code**. While submitting the answer scripts, the subject of the mail will be exactly the same with the file name. [e.g., if the roll no of a student is C95/MCM/123456, for first paper (Paper Code CC101) the file name will be: C95/MCM/123456_CC101
8. Submit your answer scripts in pdf. format within the stipulated time through designated email id given to you.
9. Preserve your answer scripts in soft as well as hard-copy form of all the papers of your examination.

2020

COMMERCE

Paper Code: CC 101

Subject: Organisational Behaviour and Human Resource Management (OBHRM)

(Full Marks -40)

The figures in the margin indicate full marks

Candidates are required to give their answers in their own words as far as practicable

Time: 2 Hours

Duration of Examination: 12noon to 2pm

Module –I

Answer *any two* questions.

1. (a) Name four processes through which the input 'group' passes to reach its outcome.
(b) In what type of national values, a manager can have social relationship with a worker?
(c) Mention two completely dissimilar traits of John Holland's theory.
(d) A, B, C, D and E are five workers of a firm. They are good friends and avail the same train and bus to reach the office. One day only Mr. A is late. What kind of cause the manager may attribute for A's late coming, and what is the determining factor here?
[2+2+2+(2+2)]

2. (a) Name one response of dissatisfied workers that is passive, and at the same time constructive.
(b) An interviewer rejects one candidate keeping in mind the characteristics of the group to which the candidate belongs. Which shortcut technique is followed here by the interviewer?
(c) Which personality type as per MBTI makes one a good organiser?
(d) A factory manager believes that to pollute water is unfair. Still, he dumps the effluents of the factory in nearby river, as his boss desires so. Which factor is responsible for such inconsistent behaviour, and which theory is moderated by this factor?
[2+2+2+ (2+2)]

3. (a) Explain 'Punctuated Equilibrium Model' of group development with diagram.
(b) 'Even if the group is not cohesive or united, their performance may be moderate'. Explain the statement.
(c) Give reasons why people join groups.

(4+3+3)

4. (a) Distinguish between 'Expert Power' and 'Referent Power'.
(b) Distinguish between 'Work Conflict' and 'Process Conflict'.
(c) Explain how 'Outcome orientation' project the culture of an organisation.
- (3+3+4)

Module II

Answer any two questions.

5. (a) Explain the concept of Human Resource Management.
(b) 'Human resources are also termed as human capital though sometimes a difference, though thin is made between the two'. Explain the statement.
(c) Mention any three basic functions of Human Resource Management.
- (3+4+3)
6. (a) 'Changing Workforce Profile and Business Process Reengineering can pose challenges for human resource managers in the present times'. Explain how and also mention the ways in which these challenges can be overcome.
(b) Job Design talks about integration of three important elements. Mention and explain these elements.
(c) Define Job Specification.
- [(2 +2)+3+3]
7. (a) What is the result of the selection process?
(b) When does the process of recruitment ends?
(c) Outline the steps in the selection process.
(d) No. of vacancies – 4. Pool of applicants through the recruitment process – 2.
How many applicants will get selected during the selection process?
(e) Define Performance Management.
- (2+2+2+2+2)
8. (a) Explain any two importance of Human Resource Planning.
(b) Briefly explain the Delphi technique of forecasting needs for human resources.
(c) Define Performance Appraisal and explain its two important features.
(d) Mention the steps involved in Performance Appraisal process.
- [2+2+(2+2) +2]