

2021**TWO YEAR M. COM. SEMESTER 1 EXAMINATION***(New Syllabus under CBCS)***Instructions for Examinees from Affiliated Colleges***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 2 P.M.)**
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 **full 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 **017/MCM/123456** for first paper **(Paper Code CC101)** the file name will be: **017-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

2021**COMMERCE****Paper: CC-101****(Organisational Behaviour and Human Resource Management)****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 Hour****Duration of Examination: 12noon to 2pm****Module - I**Answer *any two* questions.

1. (a) Name one independent and one dependent variable that Organisational Behaviour as a social science deals with.
- (b) Mention the topmost terminal value of trade union leaders and that of activists.
- (c) Mr. X does not know how to say 'No'. He lacks bargaining skills. What type of personality does he possess? To which theory/model does this personality type belong?
- (d) Dominant work value of which generation is the loyalty to career?
- (e) Identify the characteristics (any three) and matching jobs (any three) of the personality type 'Enterprising'. [2+2+(1+1) +1+3]

2. (a) Explain with examples two characteristics of perceiver that make the perception vary.
- (b) Identify the relationship of job satisfaction with productivity, absenteeism and turnover of workers.
- (c) State with examples three components of attitude formation. [4 + 3 + 3]

3. (a) Where from does an individual derive status?
- (b) Point out any three factors that contribute to group cohesiveness.
- (c) Which stage succeeds the 'norming stage' of 'Five stage model' of group development?
- (d) Explain 'Group Think'. [3 + 3 + 2 + 2]

4. (a) Point out the factors that determine the dependence in the power equation.
- (b) Define 'Political Behaviour'.
- (c) Point out any four conflict solution techniques.
- (d) Point out any four power tactics. [3 + 3 + 2 + 2]

Module - II

Answer *any two* questions.

5. (a) Bring out the relationship between Performance Management and Performance Appraisal.
 (b) Mention any two objectives of Performance Appraisal.
 (c) Define the scope of Human Resource Management.
 (d) Relate the three terms - Job Analysis, Job Description and Job Specification.

[3 + 2 + 3 + 2]

6. (a) Discuss any two emerging challenges in Human Resource Management.
 (b) 'Recruitment is often termed as a positive process as compared to selection which tends to be negative'. Explain.
 (c) Mention any four sources of recruitment.

[(2^{1/2} + 2^{1/2}) + 3 + 2]

7. (a) Differentiate between plan and planning.
 (b) What are the components of Job design?
 (c) No. of vacancies – 4. Pool of applicants through the recruitment process - 2.
 How many applicants will get selected during the selection process?
 (d) Point out the importance of training and development.

[2 + 3 + 2 + 3]

8. Write short notes on:

- (a) 360-Degree Appraisal.
 (b) Basic functions of Human Resource Management.

[5 + 5]