

2016

( 3rd Semester )

COMMERCE

Paper No. : BC-302

( **Organisational Behaviour** )

Full Marks : 70

Pass Marks : 45%

Time : 3 hours

( PART : B—DESCRIPTIVE )

( Marks : 45 )

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

1. (a) Define organisational behaviour.  
Explain the significance of organisational behaviour. 3+6

Or

- (b) Explain different models of organisational behaviour. 9

2. (a) Define perception. Explain different processes of perception. 2+7

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Or

(b) What is meant by personality? Explain the theories of personality. 2+7

3. (a) Define transactional analysis. Explain different types of transactions. 2+7

Or

(b) Explain the benefits of transactional analysis. 9

4. (a) Define conflicts. Explain different types of conflicts. 2+7

Or

(b) Explain different measures of conflict management. 9

5. (a) What is meant by organisational development? Explain different processes in organisational development. 2+7

Or

(b) Explain the interventions or techniques of organisational development. 9

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