

M.Com (Previous)**Paper-II MC-1.2****Management Concepts and Organisational Behaviour****Max. Marks : 100****Time : 3 Hours**

Note : There will be three sections of the question paper. In section A there will be 10 short answer questions of 2 marks each. All questions of this section are compulsory. Section B will comprise of 10 questions of 5 marks each, out of which candidates are required to attempt any seven questions. Section C will be having 5 questions of 15 marks each, out of which candidates are required to attempt any three questions. The examiner will set the questions in all the three sections by covering the entire syllabus of the concerned subject.

Course Inputs :

- Unit-1: Schools of Management Thought:** Scientific Process, Human Behaviour and Social System School, Decisions Theory School, Quantitative and System School, Contingency Theory of Management, Managerial Skills, Managerial Functions, Planning Concept Significance, Types; Organising Concept, Principles, Theories, Types of Organisations, Authority, Responsibility, Power, Delegation, Decentralisation, Staffing, Directing, Coordinating, Control Nature, Process and Techniques.
- Unit-2: Organisational Behaviour:** Organisational Behaviour Concept and Significance, Relationship between Management and Organisational Behaviour, Emergence and Ethical Perspective, Attitudes, Perception, Learning Personality, Transactional Analysis.
- Unit-3 Motivation:** Process of Motivation, Theories of motivation-need Hierarchy Theory, Theory X and Theory Y, Two Factor Theory, Alderfer's ERG Theory, McClelland's Learned need Theory, Victor Vroom's Expectancy Theory, Stacy Adams Equity Theory.
- Group Dynamics and Team Development:** Group Dynamics-Definition and Importance, Types of Groups, Group Formation, Group Composition, Group Performance Factors, Principle-centered Approach to Team Development.
- Unit-4 Leadership:** Leadership Styles; Theories- Trait Theory, Behavioral Theory, Fiedler's Contingency Theory, Harsey and Blanchard's Situational Theory; Managerial Grid; Likert's Four System of Leadership.
- Organisational Conflict:** Dynamics and Management, Sources, Patterns, Levels and Types of Conflict, Traditional and Modern Approaches to Conflict, Functional and Dysfunctional Organisational Conflicts, Resolution of Conflict.
- Unit-5 Interpersonal and Organisational Communication:** Concept of Two-way Communication, Communication Process, Barriers to Effective Communication Types of Organisational Communication, Improving Communication, Transactional Analysis in Communication, Organisational Development, Concept: Need for Change, Resistance to Change; Theories of Planned Change, Organisational Diagnosis, OD intervention.