

K21P 0512

Reg. No. :

Name :

First Semester M.Com. Degree (CBSS – Reg./Suppl. (Including Mercy Chance)/Imp.) Examination, October 2020 (2014 Admission Onwards) COM1C04 – ORGANIZATIONAL BEHAVIOUR

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Time : 3 Hours

Max. Marks : 60

SECTION - A

Answer any four questions in this section. Each question carries 1 mark for part (a), 3 marks for part (b) and 5 marks for Part (c).

- 1. a) What is perception ?
 - b) How perception differes from sensation ?
 - c) Explain perception process.
- 2. a) Define motivation.
 - b) Write down the characteristics of motivation.
 - c) How the knowledge of motivation concepts and theories helps the organization ?
- 3. a) What is a group ?
 - b) When does a group becomes effective ?
 - c) When does a group becomes more cohesive ?
- 4. a) What do you mean by organizational change ?
 - b) What are the effects of organizational change ?
 - c) Explain the sources of organizational change.
- 5. a) What is conflict ?
 - b) What are the characteristics of a conflict ?
 - c) Explain intergroup conflict.

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- 6. a) What is planned change ?
 - b) Why a change is planned ?
 - c) How to manage a change ?

SECTION - B

Answer the two questions in the section. Each question carries 12 marks.

1. a) What do you mean by an individuals personality ? What are the major personality attributes influencing organizational behaviour ?

OR

- b) Give a brief account on the process theories of motivation.
- 2. a) Why do people join groups ? Explain the stages of group development. OR
 - b) Explain OD intervention and its techniques.

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