K22P 1561

Reg. No. : ....

Name : ....

I Semester M.Com. Degree (CBSS – Reg./Sup./Imp.) Examination, October 2022
(2019 Admission Onwards)
COM1C04 : ORGANISATIONAL BEHAVIOUR

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) Define the concept, 'Organisational Behaviour'.

   b) State the contributions of Psychology towards the study of OB.

   c) Compare and contrast Theory X and Theory Y with an example.

2. a) What is the 'Halo Effect' ?

   b) Alderfer (1972) classified human needs into three categories. Discuss.

   c) Evaluate the "Big Five Personality Traits" used in the study of OB.

3. a) What is 'Stroking' in Transactional Analysis ?

   b) "Behaviour is a function of its consequences", says Skinner. Why ?

   c) Analyse the factors influencing Group Cohesiveness.

4. a) What are the traits of the 'Accommodating style' in Conflict Management ?

   b) On what grounds were Maslow's Need Hierarchy Model criticized ?

   c) "An improper and unfavourable working environment leads to work stress".
   Do you agree ? How ?

5. a) Define 'Group Dynamics'.

   b) Outline the unethical behavioural practices at the workplace with examples.

   c) Tuckman (1965) proposed five stages of group development. Enumerate.

6. a) Make the comparisons between 'Felt Conflict' and 'Perceived Conflict'.

   b) Give your suggestions for making effective implementation of MBO.

   c) "Happy employees are productive employees". Trace out the factors determining employees' satisfaction with a particular job.   **(4×9=36)**

SECTION – B

Answer **any two** questions in this Section. **Each** question carries **12** marks.

7. a) Elaborate on the recent challenges and opportunities faced by OB managers.

   OR

   b) Examine the need and importance of the following OD interventions :
      i) Grid training
      ii) Process consultation
      iii) Survey feedback
      iv) Role playing.

8. a) Mr. Neil has identified conflicts among his team members. He now wishes to correct them. What would be the causes for his intra-group conflicts ? Recommend him the need and significance of Transactional Analysis to resolve such conflicts.

   OR

   b) Why do employees resist change at the workplace ? As a Manager, recommend the non-financial rewards you would use to promote employee engagement and ensure productivity.   **(2×12=24)**