



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

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 differs 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.

P.T.O.



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

(4×9=36)

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.

(2×12=24)