



K21P 0284

Reg. No. :

Name :



IV Semester M.S.W. Degree (CBSS – Reg./Suppl.
(Including Mercy Chance)/Imp.) Examination, April 2021
(2014 Admission Onwards)

Specialization – 3

Optional (C) : Human Resource Management (HRM)

MSW4C16 : ORGANISATIONAL BEHAVIOUR, DEVELOPMENT AND CHANGE

Time : 3 Hours

Max. Marks : 40

PART – I

Answer **all** questions. **Each** question carries **two** marks.

Write short notes on :

1. Transactional analysis.
2. Influence of attitude on job satisfaction.
3. Organizational culture.
4. Johari Window.

(4×2=8)

PART – II

Answer **any four** questions in less than **200** words. **Each** question carries **four** marks.

5. Explain various types of motivation.
6. Discuss on effectiveness of team management and team development.
7. Analyze impact of organizational culture on employee performance and satisfaction.
8. What is the significance of communication in organization behaviour ?

P.T.O.



- 9. What all measures can be adopted to increase employee well-being at work place ?
- 10. Discuss on the concept of motivating by job design.
- 11. How can we overcome resistance to change ?
- 12. What are the requisites for developing an organizational behaviour model ?
(4×4=16)

PART – III

Answer **any two** questions in less than **400** words. **Each** question carries **eight** marks.

- 13. Explain the challenges and opportunities for organizational behaviour.
- 14. Discuss on various types of conflicts and conflict resolution.
- 15. Write on the scope of organizational behaviour to address the issues of single parent employees and employees with dependent parents for better work life balance.
- 16. Write on the approaches to managing organizational change.
- 17. Discuss on causes, effects and management of stress at work.
- 18. Explain human factors engineering and its application.
(2×8=16)