



**K15P 0325**

Reg. No. : .....

Name : .....

**I Semester M.Com. Degree (Reg./Sup./Imp.) Examination, November 2015  
(2014 Admn. Onwards)**

**COMMERCE**

**COM 1C04 : Organisational Behaviour**

Time : 3 Hours

Max. Marks : 60

**SECTION – A**

**(Answer any four)**

**Instructions :** 1) **1** mark for Part – a.

2) **3** marks for Part – b.

3) **5** marks for Part – c.

1. a) "Callahan et.al have defined OB as a subset of management activities when they that". What is the definition ?  
b) What do you mean by S-O-R model ?  
c) Distinguish between perceived conflict and felt conflict.
2. a) State the purpose of organisational climate.  
b) What are the different types of groups ?  
c) What is social loafing and how does it take place ?
3. a) "A key feature of organisation's mission is that its focus must be external rather than internal". State Peter F. Drucker's suggestion.  
b) What do you mean by conflict management ?  
c) Distinguish between job simplification and job rotation.
4. a) What is social class ?  
b) Briefly explain custodial model.  
c) What are the general problems in quality circles ?

**P.T.O.**



- 5. a) What do you mean by group cohesiveness ?
  - b) Briefly explain collegial model.
  - c) Distinguish between intra group conflict and inter group conflict.
  - 6. a) What is participative management ?
  - b) Distinguish between official and operating goals.
  - c) Mention relationship between different academic disciplines to organisational behaviour.
- (4x9=36 Marks)**

SECTION – B

- 7. a) Discuss autocratic, custodial, supportive and collegial models of organisational behaviour.

OR

- b) What is the concept of motivation ? Explain its nature.

- 8. a) What do you mean by organisational climate ? What are the factor on the basis of which the climate of an organisation is perceived ?

OR

- b) What is process consultation ? What are the steps involved in process consultation ?
- (2x12=24 Marks)**