



K18P 1390

Reg. No. :

Name :

First Semester M.Com. Degree (Reg./Suppl./Imp.)
Examination, October 2018
(2014 Admn. Onwards)
COM 1C04 : ORGANISATIONAL BEHAVIOUR

Time : 3 Hours

Max. Marks : 60

SECTION – A

Answer **any four** questions.

Each question carries **1** mark for Part (a), **3** marks for Part (b), and **5** marks for Part (c) : (4×9=36)

1. a) What is goal conflict ?
b) Discuss the types of goal conflict.
c) Explain the important conflict management strategies adopted by organisations.
2. a) Define 'group'.
b) Explain the various theories of group formation.
c) What are the practical reasons for the emergence of group ?
3. a) What is personality trait ?
b) State the 'big five' personality traits.
c) Explain the personality traits that have relevance from the point of view of organizational behaviour.
4. a) What is the concept of work team ?
b) Differentiate between 'self managed' and 'cross functional team'.
c) Explain the techniques used for effective team building.
5. a) What is the concept of change agent ?
b) What functions are performed by a change agent in the process of organisational change ?
c) Discuss the different human reactions to organisational change.

P.T.O.



- 6. a) Define motivation.
- b) Explain the various motivational factors used in an undertaking.
- c) Critically examine Mc Clelland's learned need theory of motivation.

SECTION – B

Answer the **two** questions. **Each** question carries **12** marks. (2×12=24)

- 7. a) What are OD interventions ? Critically examine the various OD interventions.

OR

- b) 'Transactional Analysis deals with understanding, predicting and controlling interpersonal relationship'. Elucidate this statement.

- 8. a) Define learning. Explain the theories of learning. Discuss the application of learning theories to organisational situations.

OR

- b) Define organisational behaviour. Explain the models of organisational behaviour.