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K19P1471

Reg. No. :

Name :

I Semester M.Com. Degree (CBSS - Reg./Suppl./Imp.)

Examination, October -2019

(2014 Admission Onwards)

COM 1C 04 : 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 organisational conflict?
b) How could a manager stimulate conflict in his or her department?
c) Discuss the conflict resolution techniques.
2. a) What are group norms?
b) Explain the types of norms.
c) How do the norms develop and why are norms enforced?
3. a) Define personality.
b) What are its major determinants?
c) Explain in detail the Erikson's stages of personality development.
4. a) Define team effectiveness.
b) State the elements of team effectiveness.
c) Explain the techniques used for effective team building.
5. a) What is transactional analysis?
b) Differentiate between 'complementary transaction' and 'crossed transactions'.
c) How can people be involved in complementary transactions?



6. a) Define organisational behaviour.
- b) State the philosophical foundations of organisational behaviour.
- c) Explain the models of organisational behaviour.

Section - B

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

7. a) Define motivation. Explain the content theories of motivation
- (OR)**
- b) Define perception. Explain the salient features of perceptual process model.
8. a) What is organisational development? Critically examine the various techniques of organisational development.

(OR)

- b) Why is organisational change often resisted by individuals and groups? How can resistance to change be implemented or overcome?