



K23P 0244

Reg. No. :

Name :

IV Semester M.S.W. Degree (C.B.S.S. – Reg./Supple./Imp.)
Examination, April 2023
(2019 Admission Onwards)
Specialization : 3
Optional(c) HUMAN RESOURCE MANAGEMENT (HRM)
MSW 4C16 : Organisational Behaviour, Development and Change

Time : 3 Hours

Max. Marks : 40

PART – I

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

1. ABC Model of attitude.
2. Survey feedback.
3. Intrinsic versus extrinsic motives.
4. OCTAPACE.

(2×4=8)

PART – II

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

5. Narrate the historical development of organisational behaviour.
6. Briefly explain different types of groups and the different stages in group development.
7. Explain the concept of job satisfaction.
8. Write a note on how process consultation is done.
9. Explain the role of organisational culture.
10. Define decision making and explain the steps in rational decision making.

(4×4=16)

P.T.O.



PART – III

Answer **any two** questions in less than **800** words. **Each** question carries **eight** marks.

11. What are attitudes ? Identify and discuss major job related attitudes in organisations.
12. Discuss the strategies for managing conflict optimally in organisations.
13. What are the various forces responsible for change in organisation ? Explain.

(2×8=16)

