



K20P 0163

Reg. No. : .....

Name : .....



IV Semester M.S.W. Degree (CBSS–Reg./Suppl./Imp.)  
Examination, April 2020  
(2014 Admission Onwards)  
Specialisation – 3  
Optional (C) : HUMAN RESOURCE MANAGEMENT (HRM)  
MSW4C16 : Organizational Behavior, Development and Change

Time : 3 Hours

Max. Marks : 40

PART – I

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

Write short notes on :

1. OB Models.
2. Learning organization.
3. Power and authority.
4. Sensitivity training.

(4×2=8)

PART – II

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

5. Give an account on the use of Jo-Hari Window in OB analysis.
6. Distinguish between the focus to people and focus to task in organizational management.
7. What is Conflict resolution ? Explain the process with illustrations.

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8. Give a detailed account on the causes of the occupational stress in Indian context.
9. Explain the factors affecting the attitude of employees in an organization.
10. Define organizational climate and explain the methods to make it effective and productive. (4×4=16)

PART – III

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

11. Explain the concept of organizational change and analyse the approaches to organizational change.
12. Define organizational development and explain the theories on OD process.
13. Organizational behavior management is a mandatory skill of social workers. Explain with suitable illustrations. (2×8=16)