



M 19257

Reg. No. : .....

Name : .....

**IV Semester M.S.W. (Reg./Sup.) Degree Examination, June 2011**  
**Optional – III : HUMAN RESOURCE MANAGEMENT (HRM)**  
**Paper – IV : Organizational Behaviour**

Time : 3 Hours

Max. Marks : 80

**PART – I**

Answer **any 6** of the following. **Each** question carries **3** marks. (6×3=18)

1. Organizational change
2. Johari window
3. Delphi technique
4. Occupational hazards
5. Group dynamics
6. Employee Morale
7. Employee counselling
8. Stereotyping
9. Quality circles.

**PART – II**

Answer **any 5** of the following. **Each** question carries **6** marks. (5×6=30)

10. What are the three management skills as classified by Robert Katz ?
11. Job dissatisfaction result in increasing instances of accidents in organisations. Justify.
12. Differentiate between line and staff organization.

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13. What are the limitations of counselling service in industries ?
14. Explain how we can apply team building as a technique for organizational development.
15. Briefly state the stages of decision making in organisations.
16. Discuss how job enrichment can remove monotony of work.
17. Explain the various types of groups formed in organizations.

### PART – III

Answer **any 2** of the following. **Each** question carries **16** marks. (16×2=32)

18. Explain the modern techniques used in organisational development.
  19. Elaborate any three theories of leadership.
  20. Describe how safety can be ensured in organisations. Explain the role of social worker in educating employees on occupational hazards.
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