



**M 21535**

Reg. No. : .....

Name : .....

**Fourth Semester M.S.W. Degree (Reg./Sup.) Examination, June 2012**  
**Optional – III : HUMAN RESOURCE MANAGEMENT (HRM)**  
**Paper – IV : Organisational Behaviour**

Time : 3 Hours

Max. Marks : 80

**PART – I**

Answer **any six** of the following. **Each** question carries **3** marks.

Write notes on :

1. Theory 2
2. Classical conditioning
3. Psychology
4. Social Psychology
5. Group dynamics
6. Role and status
7. Norms and values
8. Emotions
9. Grapevine.

**(6×3=18)**

**PART – II**

Answer **any five** of the following. **Each** question carries **6** marks.

10. How do we measure job satisfaction ?
11. What is equity theory of motivation ?

P.T.O.

M 21535



12. What are the different types of groups ?
13. Differentiate between groups and teams.
14. What is a matrix organisation ?
15. How can organisations create team players ?
16. Why do people resist change ?
17. Contrast management and leadership.

(5×6=30)

### PART – III

Answer **any two** of the following. **Each** question carries **16** marks.

18. Explain with examples leader-member exchange theory of leadership.
19. What is stress and what are the possible sources of stress ?
20. Explain with examples two-factor theory of motivation.

(2×16=32)