



M 23461

Reg. No. :

Name :

IV Semester M.S.W. (Reg./Sup.) Degree Examination, June 2013
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. Halo effect
2. Job satisfaction
3. Perception
4. Sensitivity training
5. Group dynamics
6. Organizational development
7. Group think
8. Managerial grid
9. Process consultation.

PART – II

Answer **any 5** of the following. **Each** question carries **6** marks.

(5×6=30)

10. Explain group formation process.
11. Briefly explain different types of work teams.
12. Explain the process of perception at individual level.
13. Why should organizations think of stress management ?

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14. Briefly explain any two leadership theories.
15. Differentiate between transformational and transactional leaders.
16. Explain the methods to overcome resistance to change.
17. Briefly explain various types of groups.

PART – III

Answer **any 2** of the following. **Each** question carries **16** marks.

(2×16=32)

18. Describe how employee counselling can increase job satisfaction.
 19. Explain the various organisational development intervention techniques.
 20. Explain Kurt Levin's change process.
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