



M 25303

Reg. No. :

Name :

IV Semester M.S.W. Degree (Reg./Sup.) Examination, June 2014
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. Accident Severity Ratio
2. Group shift
3. Ergonomics
4. Spill over effect
5. Change management
6. Resistance to change
7. Theory Z
8. Cybernetics
9. Transactional Analysis.

PART – II

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

(5×6=30)

10. Briefly explain two-factor theory.
11. Explain the process of decision making in groups.

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12. Describe briefly line organization and matrix and virtual organisation.
13. Explain employee morale. How can you boost the morale of employees ?
14. How can frequent accidents in an organization affect the satisfaction rate ?
15. Explain the barriers of communication.
16. Explain the importance of interpersonal skills at work place.
17. Explain the essential management skills.

PART – III

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

18. Describe the process of communication.
 19. Describe any 3 motivation theories.
 20. Discuss Stress – functional and dysfunctional. What are the causative factors of stress ? How is stress managed ?
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