



M 27676

Reg. No. :

Name :

IV Semester M.S.W. Degree (Reg./Sup.) Examination, June 2015
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. Force field theory
2. Theory 'Y'
3. Quality circles
4. Kaizen
5. Industrial safety
6. Occupational diseases
7. Cross functional teams
8. Transformational leadership
9. Role conflict.

PART – II

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

10. Briefly explain group norms.
11. What are the different stages of decision making process ?
12. What are the managerial roles set by Minitzberg.
13. Briefly explain group cohesiveness.

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14. What are the factors that influence perception of an individual ?
15. What are the common decision making errors ?
16. Briefly explain conflict management techniques.
17. Explain the deviant work place behaviour.

PART – III

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

(2×16=32)

18. Explain in detail any two motivation theories.
 19. How can job rotation and job enrichment help in engaging employees ?
 20. How can improved job design reduce fatigue and increase job satisfaction ?
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