



K17P 1102

Reg. No. : .....

Name : .....

**Fourth Semester M.S.W. Degree (Regular/Supplementary/Improvement)**

**Examination, June 2017**

**(2014 Admission Onwards)**

**Specialisation : 3**

**Optional (C) : HUMAN RESOURCE MANAGEMENT (HRM)**

**MSW4C16 : Organisational Behaviour, Development and Change**

Time : 3 Hours

Max. Marks : 40

**PART – I**

Answer **all** questions. **Each** question carries **two** marks :

1. Interactive conflicts.
2. Human factors engineering.
3. Organisational culture.
4. Cybernetics.

**(2×4=8)**

**PART – II**

Answer **any four** questions in less than **200** words. **Each** question carries **four** marks.

5. Critically analyse the evolution of the concept of organisational behaviour.
6. Write a short essay on the causes and effects of occupational stress.
7. Define attitude and analyse the factors influencing attitude of workers.
8. Explain the concept of communication and its significance in organisational development.
9. Analyse the impact of culture on international organisational behaviour.
10. What do you mean by sensitivity flaming ? Explain its relevance in OD process.

**(4×4=16)**

P.T.O.



PART – III

Answer **any two** questions in less than **800** words. **Each** question carries **eight** marks.

11. Write a detailed account on change management with illustration on models and process on organisational change.
12. Explain the theory of transactional analysis and substantiate its significance in organizational development process.
13. Critically analyse the OB challenges and the skills and roles of an OB manager in managing them. (2x8=16)