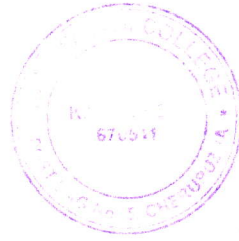


K22P 1561



Reg. No. :

Name :

I Semester M.Com. Degree (CBSS – Reg./Sup./Imp.) Examination, October 2022
(2019 Admission Onwards)
COM1C04 : ORGANISATIONAL BEHAVIOUR

Time : 3 Hours

Max. Marks : 60

SECTION – A

Answer **any four** questions in this Section. **Each** question carries **1** mark for Part (a), **3** marks for Part (b) and **5** marks for Part (c).

1. a) Define the concept, '*Organisational Behaviour*'.
b) State the contributions of Psychology towards the study of OB.
c) Compare and contrast Theory X and Theory Y with an example.
2. a) What is the '*Halo Effect*' ?
b) Alderfer (1972) classified human needs into three categories. Discuss.
c) Evaluate the "*Big Five Personality Traits*" used in the study of OB.
3. a) What is '*Stroking*' in Transactional Analysis ?
b) "Behaviour is a function of its consequences", says Skinner. Why ?
c) Analyse the factors influencing Group Cohesiveness.
4. a) What are the traits of the '*Accommodating style*' in Conflict Management ?
b) On what grounds were Maslow's Need Hierarchy Model criticized ?
c) "An improper and unfavourable working environment leads to work stress".
Do you agree ? How ?
5. a) Define '*Group Dynamics*'.
b) Outline the unethical behavioural practices at the workplace with examples.
c) Tuckman (1965) proposed five stages of group development. Enumerate.

P.T.O.

K22P 1561



6. a) Make the comparisons between 'Felt Conflict' and 'Perceived Conflict'.
b) Give your suggestions for making effective implementation of MBO.
c) "Happy employees are productive employees". Trace out the factors determining employees' satisfaction with a particular job. (4×9=36)

SECTION – B

Answer **any two** questions in this Section. **Each** question carries **12** marks.

7. a) Elaborate on the recent challenges and opportunities faced by OB managers.

OR

- b) Examine the need and importance of the following OD interventions :
- i) Grid training
 - ii) Process consultation
 - iii) Survey feedback
 - iv) Role playing.

8. a) Mr. Neil has identified conflicts among his team members. He now wishes to correct them. What would be the causes for his intra-group conflicts ? Recommend him the need and significance of Transactional Analysis to resolve such conflicts.

OR

- b) Why do employees resist change at the workplace ? As a Manager, recommend the non-financial rewards you would use to promote employee engagement and ensure productivity. (2×12=24)



K21P 4169

Reg. No. :

Name :

**I Semester M.Com. Degree (CBSS - Reg./Supple./Imp.)
Examination, October 2021
(2018 Admission Onwards)
COM1C04 : ORGANIZATIONAL BEHAVIOUR**

Time : 3 Hours

Max. Marks : 60

SECTION – A

Answer **any four** questions in this Section. **Each** question carries **1** mark for Part (a), **3** marks for Part (b) and **5** marks for Part (c).

1. a) What do you mean by organizational behaviour ?
b) How the knowledge of organizational behaviour helps the organization ?
c) Organizational behaviour has been modified and enriched by informational outputs from other disciplines. Explain.
2. a) What are content theories of motivation ?
b) How Aldefer classifies the needs ?
c) How the knowledge of motivation helps in the progress of the organization ?
3. a) What is a team ?
b) Explain the different types of teams.
c) How and why a team work is effective than individual work ?
4. a) Define organizational Development.
b) What are the features of OD ?
c) Why OD is needed ?
5. a) What is Attribution theory ?
b) What are the errors in attribution ?
c) How perception concepts are applied in the organization ?

P.T.O.

K21P 4169



6. a) What are group norms ?
- b) What are the types of group norms ?
- c) State the characteristics of group norms.

(4×9=36)

SECTION – B

Answer the **two** questions in the Section. **Each** question carries **12** marks.

7. a) Give an account on Classical Conditioning theory and its applications in the organization.

OR

- b) Explain Transaction Analysis. What are the major contributions of transaction analysis to organization ?

8. a) Why people resist organizational change ? Assume that you are the manager of the organization, how will you overcome the resistance to change at various levels ?

OR

- b) What is motivation ? Explain various financial and non-financial motivation.

(2×12=24)



K21P 0512

Reg. No. :

Name :

**First Semester M.Com. Degree (CBSS – Reg./Suppl. (Including Mercy
Chance)/Imp.) Examination, October 2020
(2014 Admission Onwards)
COM1C04 – ORGANIZATIONAL BEHAVIOUR**

Time : 3 Hours

Max. Marks : 60

SECTION – A

Answer **any four** questions in this section. **Each** question carries **1** mark for part (a), **3** marks for part (b) and **5** marks for Part (c).

1. a) What is perception ?
b) How perception differs from sensation ?
c) Explain perception process.
2. a) Define motivation.
b) Write down the characteristics of motivation.
c) How the knowledge of motivation concepts and theories helps the organization ?
3. a) What is a group ?
b) When does a group becomes effective ?
c) When does a group becomes more cohesive ?
4. a) What do you mean by organizational change ?
b) What are the effects of organizational change ?
c) Explain the sources of organizational change.
5. a) What is conflict ?
b) What are the characteristics of a conflict ?
c) Explain intergroup conflict.

P.T.O.



- 6. a) What is planned change ?
- b) Why a change is planned ?
- c) How to manage a change ?

(4×9=36)

SECTION – B

Answer the **two** questions in the section. **Each** question carries **12** marks.

- 1. a) What do you mean by an individuals personality ? What are the major personality attributes influencing organizational behaviour ?

OR

- b) Give a brief account on the process theories of motivation.

- 2. a) Why do people join groups ? Explain the stages of group development.

OR

- b) Explain OD intervention and its techniques.

(2×12=24)



M 26601

Reg. No. :

Name :

**I Semester M.A./M.Sc./M.Com. Degree (Regular/Supplementary/
Improvement) Examination, November 2014
Commerce (2014 Adm. under CBSS)
COM1C04 : ORGANIZATIONAL BEHAVIOUR**

Time : 3 Hours

Maximum Marks : 60

SECTION – A

(Answer **any four**) (1 mark for Part a , 3 marks for Part b, 5 marks for Part c).

1. a) What is organisational behaviour ?
b) 'Decision-making mechanism has some important assumptions'. What are the assumptions ?
c) What is meant by conflict ? State issues involved in conflict.
2. a) Define organisational culture.
b) Defence mechanism is the way of action for overcoming frustration -- Explain types of frustration.
c) Cohen has suggested four methods for attitude change. Briefly explain.
3. a) What do you mean by conflict management ?
b) Distinguish between MD and OD.
c) Briefly explain stages in life cycle of a team.
4. a) What is the meaning of Group Dynamics ?
b) Distinguish between job enrichment and job enlargement.
c) State S.R. Model of behaviour process.
5. a) OB is total systems approach. Do you agree ? Why ?
b) What do you mean by Nominal Group Technique ?
c) Write a note on Ritualism.

P.T.O.



- 6. a) Define Motive.
- b) Distinguish between sensation and perception.
- c) Explain Autocratic model of organisational behaviour. (4×9=36)

SECTION – B

- 7. a) What is grid training ? What are the processes involved in grid training ?
OR
- b) Discuss the major reasons for the failure of a theory in practice. How does knowledge of organisational behaviour contribute to effective managing of organisations ?
- 8. a) Explain Vroom's expectancy theory of motivation.
OR
- b) What is conflict Episode ? Discuss various stages of conflict Episode. (2×12=24)



K15P 0325

Reg. No. :

Name :

**I Semester M.Com. Degree (Reg./Sup./Imp.) Examination, November 2015
(2014 Admn. Onwards)
COMMERCE
COM 1C04 : Organisational Behaviour**

Time : 3 Hours

Max. Marks : 60

SECTION – A

(Answer any four)

Instructions : 1) 1 mark for Part – a.

2) 3 marks for Part – b.

3) 5 marks for Part – c.

1. a) "Callahan et.al have defined OB as a subset of management activities when they that". What is the definition ?
b) What do you mean by S-O-R model ?
c) Distinguish between perceived conflict and felt conflict.
2. a) State the purpose of organisational climate.
b) What are the different types of groups ?
c) What is social loafing and how does it take place ?
3. a) "A key feature of organisation's mission is that its focus must be external rather than internal". State Peter F. Drucker's suggestion.
b) What do you mean by conflict management ?
c) Distinguish between job simplification and job rotation.
4. a) What is social class ?
b) Briefly explain custodial model.
c) What are the general problems in quality circles ?

P.T.O.



- 5. a) What do you mean by group cohesiveness ?
- b) Briefly explain collegial model.
- c) Distinguish between intra group conflict and inter group conflict.
- 6. a) What is participative management ?
- b) Distinguish between official and operating goals.
- c) Mention relationship between different academic disciplines to organisational behaviour. **(4x9=36 Marks)**

SECTION – B

- 7. a) Discuss autocratic, custodial, supportive and collegial models of organisational behaviour.

OR

- b) What is the concept of motivation ? Explain its nature.
- 8. a) What do you mean by organisational climate ? What are the factor on the basis of which the climate of an organisation is perceived ?

OR

- b) What is process consultation ? What are the steps involved in process consultation ? **(2x12=24 Marks)**



K16P 1316

Reg. No. :

Name :

**First Semester M.Com. Degree (Reg./Supple./Imp.)
Examination, November 2016
(2014 Admission Onwards)
COMMERCE
COM1C04 : Organisational Behaviour**

Time : 3 Hours

Max. Marks : 60

SECTION – A

Answer **any four**. 1 mark for Part 'a', 3 marks for 'b' and 5 marks for 'c'.

- I. a) What do you mean by workforce diversity ?
b) What are the competitive advantages of workforce diversity ?
c) Discuss the critical OB issues confronting the managers today.
- II. a) Define Organisational Development (OD).
b) State the need for OD.
c) Discuss the benefit of OD.
- III. a) What do you mean by a 'team' ?
b) State the importance of team.
c) Briefly explain the different types of team.
- IV. a) What is group dynamics ?
b) Explain the different types of formal group.
c) Discuss the various theories of group formation.
- V. a) Define the term attitude.
b) What are the various components of attitude ?
c) Explain the important sources of acquiring attitude.

P.T.O.



- VI. a) What do you mean by interpersonal conflict ?
- b) What are the different sources of interpersonal conflict ?
- c) Explain the preventive measures which the management can take to manage the organisational conflict. (4×9=36)

SECTION – B

- VII. a) What are the different theories of motivation ? Explain Maslow's Need Hierarchy Theory.

OR

- b) Explain the functions of the functional and dysfunctional conflict in an organisation.

- VIII. a) Explain McGregores Theory X and Theory Y.

OR

- b) Define organisational behaviour. Explain the features of organisational behaviour. (2×12=24)
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K17P 1552

Reg. No. :

Name :

**First Semester M.Com. Degree (Reg./Suppl./Imp.) Examination,
October 2017**

(2014 Admission Onwards)

COM1C04 : ORGANIZATIONAL BEHAVIOUR

Time : 3 Hours

Max. Marks : 60

SECTION – A

Answer **any 4**, 1 mark for part (a), 3 marks for part (b), 5 marks for part (c).

- I. a) What do you mean by organisational climate ?
b) State the features of supportive model of organisational behaviour.
c) Explain the environmental challenges, an organisation should be aware of.
- II. a) Define motivation.
b) State the importance of motivation.
c) Explain the non-financial motivators.
- III. a) Name the different classification of conflict.
b) What are the causes of individual conflict ?
c) Explain the different types of Role conflict.
- IV. a) What do you mean by OD intervention ?
b) State the limitations of organisational development.
c) What are the benefits of organisational development ?
- V. a) Define perception.
b) State the importance of perception.
c) What are the strategies for improving perceptual skill ?
- VI. a) What is stated in Alderfer's ERG theory ?
b) How does it differ from Maslow's need hierarchy theory ?
c) State the merits and demerits of ERG theory.

(4×9=36)

P.T.O.



SECTION – B

VII. a) Explain the different types of groups.

OR

b) What is transactional analysis ? How does it help in improving interpersonal relationships ?

VIII. a) Discuss the challenges and opportunities for organisational behaviour.

OR

b) Explain and discuss the various stages in conflict in an organisation. (2x12=24)



K18P 1390

Reg. No. :

Name :

First Semester M.Com. Degree (Reg./Suppl./Imp.)
Examination, October 2018
(2014 Admn. Onwards)
COM 1C04 : ORGANISATIONAL BEHAVIOUR

Time : 3 Hours

Max. Marks : 60

SECTION – A

Answer **any four** questions.

Each question carries **1** mark for Part (a), **3** marks for Part (b), and **5** marks for Part (c) : **(4×9=36)**

1. a) What is goal conflict ?
b) Discuss the types of goal conflict.
c) Explain the important conflict management strategies adopted by organisations.
2. a) Define 'group'.
b) Explain the various theories of group formation.
c) What are the practical reasons for the emergence of group ?
3. a) What is personality trait ?
b) State the 'big five' personality traits.
c) Explain the personality traits that have relevance from the point of view of organizational behaviour.
4. a) What is the concept of work team ?
b) Differentiate between 'self managed' and 'cross functional team'.
c) Explain the techniques used for effective team building.
5. a) What is the concept of change agent ?
b) What functions are performed by a change agent in the process of organisational change ?
c) Discuss the different human reactions to organisational change.

P.T.O.



- 6. a) Define motivation.
- b) Explain the various motivational factors used in an undertaking.
- c) Critically examine Mc Clelland's learned need theory of motivation.

SECTION – B

Answer the **two** questions. **Each** question carries **12** marks. (2×12=24)

- 7. a) What are OD interventions ? Critically examine the various OD interventions.

OR

- b) 'Transactional Analysis deals with understanding, predicting and controlling interpersonal relationship'. Elucidate this statement.

- 8. a) Define learning. Explain the theories of learning. Discuss the application of learning theories to organisational situations.

OR

- b) Define organisational behaviour. Explain the models of organisational behaviour.



0031953

K19P1471

Reg. No. :

Name :

I Semester M.Com. Degree (CBSS - Reg./Suppl./Imp.)

Examination, October -2019

(2014 Admission Onwards)

COM 1C 04 : ORGANISATIONAL BEHAVIOUR

Time : 3 Hours

Max. Marks : 60

Section - A

Answer any **four** questions. Each question carries **1** mark for Part (a), **3** marks for Part (b), and **5** marks for Part (c). (4×9=36)

1. a) What is organisational conflict?
b) How could a manager stimulate conflict in his or her department?
c) Discuss the conflict resolution techniques.
2. a) What are group norms?
b) Explain the types of norms.
c) How do the norms develop and why are norms enforced?
3. a) Define personality.
b) What are its major determinants?
c) Explain in detail the Erikson's stages of personality development.
4. a) Define team effectiveness.
b) State the elements of team effectiveness.
c) Explain the techniques used for effective team building.
5. a) What is transactional analysis?
b) Differentiate between 'complementary transaction' and 'crossed transactions'.
c) How can people be involved in complementary transactions?



6. a) Define organisational behaviour.
b) State the philosophical foundations of organisational behaviour.
c) Explain the models of organisational behaviour.

Section - B

Answer the **two** questions. Each question carries **12** marks. (2×12=24)

7. a) Define motivation. Explain the content theories of motivation
(OR)
b) Define perception. Explain the salient features of perceptual process model.
8. a) What is organisational development? Critically examine the various techniques of organisational development.
(OR)
b) Why is organisational change often resisted by individuals and groups? How can resistance to change be implemented or overcome?

+