

Vidya Vikas Mandal's
Shree Damodar College of Commerce & Economics, Margao-Goa
Post-Graduate Department of Commerce (M. Com)
M.Com Part-II, Semester-IV, Semester End Examination, April 2023
(Business Management)
COO449: Organizational Behaviour (OA – 18A)

Duration: 3 Hours

Max Marks: 60

Instructions:

1. *This paper consists of Nine Questions carrying Equal marks.*
2. *Question No.1 consists of Compulsory Questions of 2 Marks Each.*
3. *Answer any five questions from Question 2,3,4,5,6,7,8 and 9.*
4. *Each question carries 10 marks. Figures to the right indicate marks.*

Q.1. Answer the following.

(5X2=10)

- a) What is Approach-Avoidance Conflict?
- b) Define Burnout.
- c) Define Referent Power.
- d) Define Stroking.
- e) What is Social Loafing?

Q.2. A. Discuss how OB is an interdisciplinary subject with suitable examples.

(6)

B. What is Personality? What are its determinants? Which of them, do you feel, are important in shaping personality?

(4)

Q.3. Explain the various models of Men/Individual Behaviour with examples.

(10)

Q.4. What are some of the major sources of interpersonal conflict? Which do you think is the most relevant in today's organisations? (10)

Q.5.A. Explain how organisational stressors affect large number of employees. (5)

B. Write a note on the approaches available for resolving inter-group disputes. (5)

Q.6.A. Write a note on the five stages of Group Development. (6)

B. Identify the nine power or influence tactics and their contingences. (4)

Q.7.A. Explain Kottler's 8 Step Model of Change. (8)

B. Write a note on Organisational Politics. (2)

Q.8. Explain the process of creating and maintaining Organizational Culture with suitable examples. (10)

Q.9.A Explain Lewin's Three Step Change Model. (6)

B. Explain the Four Ds of Appreciative Inquiry Process. (4)

*****Best Wishes*****