

Vidya Vikas Mandal's
Shree Damodar College of Commerce & Economics, Margao-Goa
Post-Graduate Department of Commerce (M. Com)
M.Com Part-I, Semester-I, Semester End Examination, January 2023
(Accounting and Finance)
COTC-404: Organizational Behaviour (OA - 35)

Duration: 2 Hours

Max Marks: 40

Instructions:

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

Q.1. Answer any five of the following sub-questions. Each question carries two marks.

(5X2=10)

- a) What is Approach-Avoidance Conflict?
- b) Define Perception.
- c) Define Burnout.
- d) What is Ingratiation Conformity?
- e) Define Referent Power.
- f) Define Stroking.
- g) 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 more important in shaping personality? (4)

- Q.3. What are some of the major sources of interpersonal conflict? Which do you think is the most relevant in today's organisations? (10)
- Q.4.A. Define the term "group". Why do people join groups? (6)
- B. Identify the nine power or influence tactics and their contingences. (4)
- Q.5.A. Explain Kottler's 8 Step Model of Change. (8)
- B. Define the term "Action Research" (2)
- Q.6. Explain the process of creating and maintaining Organizational Culture with suitable examples. (10)
- Q.7. Explain the various models of Men/Individual Behaviour with examples. (10)

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