

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\*\*\*\*\*