

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, Repeat November 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) Define Perception
- b) What is Latent Conflict?
- c) What is Referent Power?
- d) What is Social Loafing?
- e) What is Mercenary Culture?

Q.2. A. Explain the different foundations of OB by giving suitable examples.

(6)

B. Write a note on any four perceptual errors that distort the perception process.

(4)

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

(10)

Q.4. What are some of the major reasons for Inter-Group/Organisational conflicts?

Explain your answer with suitable examples.

(10)

- Q.5.A. Explain how organisational stressors affect large number of employees. (5)
- B. State and explain the individual stress reduction strategies (5)
- Q.6.A. Define the term “group.” Why do people join groups? (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. What are Group Norms? State and explain any two norms. (2)
- Q.8. Explain the process of creating and maintaining Organizational Culture with suitable examples. (10)
- Q.9.A What is Dependency? State and explain the factors that create dependency. (6)
- B. Explain the Four Ds of Appreciative Inquiry Process. (4)

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