



SRN – 02

**M.Com. (Semester – II) Examination, April 2017**  
**COC 202 : ORGANIZATIONAL BEHAVIOUR (OA – 18)**

Duration : 3 Hours

Max. Marks : 60

**Instructions :** 1) This paper consists of nine questions carrying **equal** marks.

2) Question No. 1 consists of **5 compulsory** questions of **2 marks each**.

3) Answer **any 5** questions from **2, 3, 4, 5, 6, 7, 8 and 9**.

4) **Each** question carries **10** marks. Figures to the **right** indicate marks.

1. Answer the following questions in brief : (5×2=10)
- a) What is the meaning of Perception ?
  - b) What do you mean by Dysfunctional Conflict ?
  - c) What do you mean by Reference Group ?
  - d) State any two reasons for employee frustration.
  - e) What do you mean by resistance to change ?
2. A) State factors affecting individual difference and explain the different models of Men. 5
- B) Discuss how individual behavior is studied through personality. 5
3. A) How are concept of Conflict and Competition related ? 4
- B) Briefly explain the stages of conflict. 6
4. A) Define Informal organization. Compare Formal organization from Informal organization. 6
- B) Explain any two extreme products of stress. 4
5. Discuss the counselling role of a manager and explain different types of counselling. 10

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- 6. A) Discuss different types of values in organization. 5
- B) Briefly explain different ways to change attitudes of the employees. 5
- 7. A) Explain different types of power. 5
- B) Discuss weaknesses of committees. 5
- 8. A) Explain the typical stages in a life cycle of team evolution. 5
- B) What are the benefits of change in an organization ? 5
- 9. A) Elaborate the key roles of informal leaders in an organization. 5
- B) Discuss various steps to follow to increase influence and political power in an organization. 5

Answer the following questions in brief.

(a) What is the meaning of Participative?

(b) What do you mean by Dysfunctional Conflict?

(c) What do you mean by Reference Group?

(d) Give any two reasons for employee resistance.

(e) What do you mean by resistance to change?

2. A) State factors affecting individual behavior and explain the difference between them.

B) Discuss how individual behavior is studied through personality.

3. A) How are sources of Conflict and Communication related?

B) Briefly explain the stages of conflict.

4. A) Define Informal organization. Compare Formal organization from Informal organization.

B) Explain any two extreme products of stress.

5. Discuss the counselling role of a manager and explain different types of counselling.