



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 |