



**SRN – 02**

**M.Com. (Semester – II) Examination, April 2018**  
**COC 202 : ORGANIZATIONAL BEHAVIOUR (OA-18)**

Duration : 3 Hours

Max. Marks : 60

**Instructions :** 1) Q.No. 1 is **compulsory**.

2) Answer **any five** questions out of Qn. No. 2, 3, 4, 5, 6, 7, 8 and 9.

1. Answer the following short questions in brief : (5×2=10)
    - a) Define Motivation in your own language.
    - b) What is inter-personal Conflict ?
    - c) What are the key features of a formal organization ?
    - d) What do you mean by Counseling ?
    - e) Comment on "Resistance to Change".
  2. A) What do you mean by attitude ? What are the various sources of formation of attitude ? 5  
B) Define values. Briefly discuss its characteristics. 5
  3. What do you mean by conflict ? What are its types ? Explain with examples. 10
  4. A) What is a group ? What are the factors that affect group performance ? 6  
B) Differentiate between formal and informal group. 4
  5. What do you mean by counseling ? Explain various types of counseling techniques with appropriate examples. 10
  6. A) What is Change Management ? Explain the process of Change Management in an Organisation. 5  
B) What is a team ? Explain the features of a team. 5
  7. What is an informal group ? What are its characteristics ? What advantages an informal group has over a formal group ? Explain in brief. 10
  8. What is perception ? What are the factors affect in building perception ? Explain. 10
  9. A) What is resistance to change ? Discuss the reasons for resistance from employers perspective. 5  
B) What are the needs to form group ? Explain in detail. 5
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