

M.COM. (Semester II) Examination, April 2019

COC 202 : ORGANISATIONAL BEHAVIOUR (OA- 18)

Duration: 3 Hours

Total Marks: 60

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

2) Answer any five (5) questions from 2,3,4,5,6,7,8 and 9

3) Figures to the right indicate marks assigned to the questions.

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| Q1) | Answer the following questions | (5x2=10) |
| a) | What is the meaning of Task Leader and Social Leader? | |
| b) | Distinguish between 'Trauma' and 'Burnout' (any two points) | |
| c) | State any four reasons of Employee frustration. | |
| d) | List out four differences between Constructive and Destructive Conflict. | |
| e) | Explain two characteristics of Counselling. | |
| Q2) | Discuss how understanding of Values and Attitudes is useful for the study of Organisational Behaviour. | 10 |
| Q3) | What is Conflict Resolution? Discuss the strategies for resolving inter-personal Conflict. | 10 |
| Q4) | Explain the potential benefits and problems that Informal Organisations bring to both a work group and the employer. | 10 |
| Q5 a) | Resistance to Change is often viewed negatively. Discuss possible benefits of Resistance to Change to an organisation. | 5 |
| b) | Explain the extreme products of Stress. | 5 |
| Q6 a) | Elaborate the ingredients that contribute to make Effective Teams. | 5 |
| b) | Explain the role of Transformational Leader in implementing Change successfully. | 5 |
| Q7) | What is the meaning of Organisational Behaviour? Elaborate the different Models of Men that contribute to the study of Organisational Behaviour. | 10 |
| Q8) | What is the need for Counselling? Elaborate the Counselling functions. | 10 |
| Q9) | Enumerate the Approaches to Stress Management. | 10 |