

14001

M.Com. DEGREE EXAMINATION, OCTOBER/NOVEMBER 2015.

FIRST SEMESTER

Commerce

Paper I — ORGANISATIONAL BEHAVIOUR

Time : Three hours

Maximum : 75 marks

(No additional sheet will be supplied)

PART A — (5 × 3 = 15 marks)

Answer any FIVE questions.

Each question carries 3 marks.

Each answer should not exceed 1 page.

1. Different approaches to Organisational Behaviour.
2. Features of Organizational Behaviour.
3. Learning characteristics.
4. Types of groups.
5. Strategies for conflict resolution.
6. Resistance to change.
7. Meaning of organisational culture.
8. Consequences of stress.

PART B — (4 × 15 = 60 marks)

Answer ALL the questions.

Each question carries 15 marks.

Each answer should not exceed 6 pages.

9. State the relationship between management and organisational behaviour.

Or

10. Discuss the challenges and opportunities for organisational behaviour.
11. Explain the theories and principles of leadership.

Or

12. How do you develop the interpersonal skills?

13. What is organisational change and explain the process of change?

Or

14. Define organisational conflict and state the sources of conflicts.

15. Explain the objectives and techniques of organisational development.

Or

16. Discuss the sources of stress and explain the measures to control the stress.

