



K16P 1316

Reg. No. :

Name :

**First Semester M.Com. Degree (Reg./Supple./Imp.)
Examination, November 2016
(2014 Admission Onwards)
COMMERCE
COM1C04 : Organisational Behaviour**

Time : 3 Hours

Max. Marks : 60

SECTION – A

Answer **any four**. 1 mark for Part 'a', 3 marks for 'b' and 5 marks for 'c'.

- I. a) What do you mean by workforce diversity ?
b) What are the competitive advantages of workforce diversity ?
c) Discuss the critical OB issues confronting the managers today.
- II. a) Define Organisational Development (OD).
b) State the need for OD.
c) Discuss the benefit of OD.
- III. a) What do you mean by a 'team' ?
b) State the importance of team.
c) Briefly explain the different types of team.
- IV. a) What is group dynamics ?
b) Explain the different types of formal group.
c) Discuss the various theories of group formation.
- V. a) Define the term attitude.
b) What are the various components of attitude ?
c) Explain the important sources of acquiring attitude.

P.T.O.



- VI. a) What do you mean by interpersonnel conflict ?
- b) What are the different sources of interpersonnel conflict ?
- c) Explain the preventive measures which the management can take to manage the organisational conflict. (4×9=36)

SECTION – B

- VII. a) What are the different theories of motivation ? Explain Maslow's Need Hierarchy Theory.

OR

- b) Explain the functions of the functional and dysfunctional conflict in an organisation.

- VIII. a) Explain McGregores Theory X and Theory Y.

OR

- b) Define organisational behaviour. Explain the features of organisational behaviour. (2×12=24)
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