



K23P 3254

Reg. No. : .....

Name : .....

**First Semester M.Com. Degree (CBSS – Supple. (One Time Mercy  
Chance)/Imp.) Examination, October 2023  
(2014 to 2022 Admissions)  
COM1C04 – ORGANISATIONAL BEHAVIOUR**

Time : 3 Hours

Max. Marks : 60

## SECTION – A

Answer **any four** questions in this Section. **Each** question carries **1** mark for Part (a), **3** marks for Part (b) and **5** marks for Part (c).

1. a) Comment on the term, 'Stereotyping' as a Perceptual error.  
b) Signify the contributions of Freud (1890) toward the development of the Psycho-Analytical theory.  
c) Explain the Principle Centered Approach to team development.
2. a) Define 'Group Cohesiveness'.  
b) How is 'Johari Window' useful in analysing the causes of Interpersonal conflicts ?  
c) "OB seeks to fulfill both employees' needs and organizational objectives". Explain.
3. a) What does 'Social Psychology' deal with ?  
b) Differentiate between 'Approach-Approach conflict' and 'Approach-Avoidance conflict' with an example.  
c) Evaluate the factors affecting motivation according to Vroom's Expectancy Theory.
4. a) State the Cognitive Dissonance Theory of Attitude.  
b) Distinguish between Positive Reinforcement and Negative Reinforcement with examples.  
c) What is QWL ? Give reasons for work-life imbalances among the diverse workforce.

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5. a) Give reasons for Job Rotation among Banking professionals.  
b) Summarise the 'Two Factors' discussed in Herzberg's approach to Motivation.  
c) Pondy has identified five stages in 'Conflict Episode'. Substantiate.
6. a) What does the Life position, "I am OK, You are not OK" state ?  
b) Highlight the similarities between ERG Theory and Maslow's theory of motivation.  
c) How does the knowledge of the Myer Briggs Personality Type Indicator (MBTI) contribute to the study of OB ? (4×9=36)

## SECTION – B

Answer the **two** questions in this Section. **Each** question carries **12** marks.

7. a) Why do employees join groups ? Enumerate the stages in Group Development.  
OR  
b) Critically appraise the major applications of Pavlov's classical conditioning theory in daily life with recent examples.
8. a) Does workforce diversity impact the management of change in an organisation ? Discuss. Trace out the challenges faced by Transgender employees at the workplace.  
OR  
b) "Models are a highly significant and powerful guide to managerial behaviour". Substantiate. Why do theories fail in practice ? Compare the different models of OB. (2×12=24)