

STELLA MARIS COLLEGE (AUTONOMOUS) CHENNAI 600 086
(For candidates admitted during the academic year 2023 – 2024 & thereafter)

M.A. DEGREE EXAMINATION, NOVEMBER 2024
HUMAN RESOURCE MANAGEMENT
FIRST SEMESTER

COURSE : CORE
PAPER : ORGANISATIONAL BEHAVIOUR
SUBJECT CODE : 23HR/PC/OB14
TIME : 3 HOURS

MAX. MARKS: 100

Q. No.	SECTION A	CO	KL
	Answer ALL in 50 words. (10 x 2 = 10 marks)		
1.	Define organizational behaviour.	CO1	K1
2.	State the skills of a leader.	CO1	K1
3.	List down the environmental factors affecting individual behaviour.	CO1	K1
4.	Recall the span of control.	CO1	K1
5.	Brief the work related attitude.	CO1	K1
6.	State the factors influencing perception.	CO2	K2
7.	State the need for punishment.	CO2	K2
8.	Differentiate proactive and reactive change	CO2	K2
9.	What the ways to manage workforce diversity?	CO2	K2
10.	Mention the types of conflict in an organization.	CO2	K2
Q. No.	SECTION B	CO	KL
	Answer any TWO questions from each K level not exceeding 600 words. (4 x 10 = 40 marks)		
11.	Categorize various types of Groups. How do formal groups differ from informal groups?	CO3	K3
12.	Identify the components of emotional intelligence.	CO3	K3
13.	Discuss the type of personality that strengthens individual behaviour.	CO3	K3
14.	Analyze the sources of power and politics.	CO3	K4
15.	Discover the factors affecting Organisational Culture.	CO3	K4
16.	Critically examine the symptoms and consequences of stress and the ways mitigate it.	CO3	K4
Q. No.	SECTION C	CO	KL
	Answer any ONE question from each K level (2 x 20 = 40 marks)		

17.	Appraise the various models of organizational behaviour.	CO4	K5
18.	Evaluate various leadership styles that a leader can follow to increase the efficiency of the organization.	CO4	K5
19.	Assess few significant motivational theories of your choice to explain how managers can successfully motivate people.	CO5	K6
20.	<p>Mr. Natarajan, is working as a Senior Manager in BNB Courier services Pvt. Ltd. for the last 20 years. His track record of performance for past 20 years is excellent. He is known as very disciplined and sincere manager. He is being termed as a role model for new appointees by the directors of the Company. Of late, he seems not very happy with the developments in his office. He keeps on grumbling about the new junior managers and their attitude towards job. He strongly opposed the 'Work from Home' policy announced by top management for junior tech savvy managers. Mr. Natarajan is very strict about work place discipline and reporting timings. This has sparked conflict between him and the new batch of junior managers. He started feeling that Top Management is very soft on new batch of junior managers and gradually his importance is declining. He is unable to hide frustration and many a times becomes critically vociferous in meetings with top management representatives resulting in more conflicts.</p> <p>Questions:</p> <p>(a) Critically evaluate the different types of possible conflicts, observed in the above Case Study and appraise possible solutions for it.</p> <p>(b) Consider yourself in the place of top management and design the strategy to maintain cordial relationship in an organization.</p>	CO5	K6
