

M.Com. DEGREE EXAMINATION APRIL 2007
COMMERCE
SECOND SEMESTER

COURSE : MAJOR – CORE
PAPER : ORGANISATIONAL BEHAVIOUR
TIME : 3 HOURS
MAX. MARKS : 100

SECTION - A

ANSWER ANY FIVE QUESTIONS: (5 x 8 = 40)

1. Explain the significance of Organizational Behaviour.
2. Mention the psychological factors that influence individual behaviour.
3. Explain the important determinants of personality.
4. What are the characteristics of attitude.
5. Explain the determinants of group cohesiveness.
6. Bring out the key points of William Ouchi's 'Z' theory.
7. Explain different approaches to managing stress.
8. What are the ways to sustain organizational culture? Explain.

SECTION – B

ANSWER ANY THREE QUESTIONS: (3 x 20 = 60)

9. "Perception is the process of becoming aware of situations". – Discuss.
10. What are the factors that influence 'conflict' in an organizations? What are the possible outcomes of conflict?
11. List out a few factors that influence change in an organization? Suggest remedial measures to overcome them.
12. Define organizational development and explain its salient features. Discuss the role of 'interventions' in improving work effectiveness.
13. Discuss the scope of Organizational Behaviour in modern business in Indian context.

