



K17P 1552

Reg. No. :

Name :

**First Semester M.Com. Degree (Reg./Suppl./Imp.) Examination,
October 2017**

(2014 Admission Onwards)

COM1C04 : ORGANIZATIONAL BEHAVIOUR

Time : 3 Hours

Max. Marks : 60

SECTION – A

Answer **any 4**, 1 mark for part (a), 3 marks for part (b), 5 marks for part (c).

- I. a) What do you mean by organisational climate ?
b) State the features of supportive model of organisational behaviour.
c) Explain the environmental challenges, an organisation should be aware of.
- II. a) Define motivation.
b) State the importance of motivation.
c) Explain the non-financial motivators.
- III. a) Name the different classification of conflict.
b) What are the causes of individual conflict ?
c) Explain the different types of Role conflict.
- IV. a) What do you mean by OD intervention ?
b) State the limitations of organisational development.
c) What are the benefits of organisational development ?
- V. a) Define perception.
b) State the importance of perception.
c) What are the strategies for improving perceptual skill ?
- VI. a) What is stated in Alderfer's ERG theory ?
b) How does it differ from Maslow's need hierarchy theory ?
c) State the merits and demerits of ERG theory.

(4×9=36)

P.T.O.



SECTION – B

VII. a) Explain the different types of groups.

OR

b) What is transactional analysis ? How does it help in improving interpersonal relationships ?

VIII. a) Discuss the challenges and opportunities for organisational behaviour.

OR

b) Explain and discuss the various stages in conflict in an organisation. (2x12=24)