

M.Com. (Semester IV) Examination, August, 2020

COO 422 : ORGANISATIONAL BEHAVIOUR (OA-18A)

Duration: 2 Hours
Maximum Marks: 30

Instructions: 1) Question No.1 consists of 5 compulsory questions of 2 marks each.
2) Answer any four (4) questions from 2,3,4,5,6,&7.
3) Figures to the right indicate marks assigned to the questions.

Q1) Answer the following questions. (5x2)

- a What is Role Conflict?
- b Explain Burnout as one of the Extreme Product of Stress with the help of an example.
- c How does Open Groups differ from the Closed Groups?
- d Explain any 2 Sources of Power.
- e What is Psychological and Sociological Resistance to Change?

Q2) Discuss the Various Approaches to Stress Management.

Q3) Explain the Reasons leading to Inter – Group Conflict.

Q4) What are Informal Groups? Explain the Benefits of its existence in an Organisation.

Q5) Explain the concept of Resistance to Change and the 3 Stage Model of Change Process.

Q6) Differentiate between Task Leadership Roles and Social Leadership Roles.

Q7) What is Employee Counselling? Explain the various Types of Employee Counselling.
