

CARMEL COLLEGE OF ARTS, SCIENCE AND COMMERCE

M.Com (Semester –IV) (Business Management) Examination, July 2021

COO 422: ORGANISATIONAL BEHAVIOUR (OA-18 A)

Duration: 2 Hours

Max. Marks: 40

Instructions:1) This paper consists of **six** questions

2) Question No.1 consists of **5 compulsory** questions of **2 marks** each

3) Answer **any 3** questions from Question **2,3,4,5 & 6**

4) The scanned copy of the answer sheets should be uploaded before 1:00 p.m. on the day of the exam.

5) Figures to the **right** indicate **marks**.

- Q1) Answer the following questions (5x2=10)**
- a. Explain two points of difference between Directive Counselling and Non Directive Counselling.
 - b. What is the meaning of Perception?
 - c. State and explain two types of Power in an organisation.
 - d. State four benefits of Conflict in an organisation.
 - e. Distinguish between 'Trauma' and 'Burnout'(any two points)
- Q2. a. Explain why Organisational Behaviour is a Multi-Disciplinary subject. 06**
- b. Discuss how understanding of Values and Attitudes is useful for the study of Organisational Behaviour. 04**
- Q3. a. Enumerate the Approaches to Stress Management. 05**
- b. Define Conflict and distinguish between Functional and Dysfunctional Conflict. 05**
- Q4. Explain the potential benefits and problems that Informal Organisations bring to both a work group and the employer. 10**
- Q5. a. Discuss the Counselling functions. 06**
- b. Resistance to Change is often viewed negatively. Discuss possible benefits of Resistance to Change to an organisation. 04**
- Q6. Write short notes on:**
- a. JOHARI Window **05**
 - b. Three Stage Model of Change Process **05**
