

(FOR THE CANDIDATES ADMITTED)  
DURING THE ACADEMIC YEAR 2020-21 ONLY)

SUBJECT CODE **20PCO415**

REG.NO

**N.G.M.COLLEGE (AUTONOMOUS): POLLACHI**  
**END-OF-SEMESTER EXAMINATIONS: JULY – 2022**

**M.COM**

**MAXIMUM MARKS: 70**

**SEMESTER: IV**

**TIME: 3 HOURS**

**ORGANIZATIONAL BEHAVIOUR**

**SECTION – A**

**(10 X 1 = 10 MARKS)**

**ANSWER THE FOLLOWING QUESTIONS.**

**MULTIPLE CHOICE QUESTIONS**

**(K1)**

**(Qn. No. 1 - 5)**

1. Which is the study of Organizational behaviour in the organization is .....
  - a) Human Behaviour
  - b) Human
  - c) Employer
  - d) Employee
2. What one of the unique qualities of a person that differentiate him from others is .....
  - a) Motivation
  - b) Personality
  - c) Perception
  - d) Attitude
3. Which is known as the degree of physiological, psychological, and behavioural deviation from healthy functioning is known as .....
  - a) Distress
  - b) Eustress
  - c) Stress.
  - d) Job enlargement.
4. When people collaborate to attain the organizational goals or objectives, they are said to form a .....
  - a) Informal Group
  - b) Formal Group
  - c) Command Group
  - d) Task Group
5. An interpersonal conflict in which no participant is aware of the divergence of goals, needs, or interests is known as .....
  - a) Latent Conflict
  - b) False Conflict
  - c) Cause of Action
  - d) Cause of reaction

**ANSWER THE FOLLOWING IN ONE (OR) TWO SENTENCES**

**(K2)**

**(Qn. No. 6 - 10)**

6. Define Organizational Behaviour
7. What do you mean by Perception?
8. How are attitudes formed?
9. Write a short note on group cohesiveness
10. What is meant by Interpersonal conflict?

**(CONTD .... 2)**

**SECTION – B****(5 X 4 = 20 MARKS)****ANSWER EITHER (a) OR (b) IN EACH OF THE FOLLOWING QUESTIONS.****(Qn. No. 11 to 15) 10 questions (a & b) – 2 questions from each unit****(K3)**

11. a) Describe the nature of organizational behaviour

**(OR)**

- b) Examine the important roles played by organizational behaviour?

12. a) Classify clearly the various models of man based on behavioural differences

**(OR)**

- b) Point out briefly the numerous stages involved in the perception

13. a) List out the different ways of changing attitudes

**(OR)**

- b) Show the differences between Individual and Organizational behaviour.

14. a) Label out briefly the various types of groups

**(OR)**

- b) Briefly explain the multiple determinants of group cohesiveness

15. a) Bring out the important roles of conflicts that arise at different levels in organization

**(OR)**

- b) How do the employees manage the conflicts in organizational behaviour?

**SECTION - C****(4 X 10 = 40 MARKS)****ANSWER ANY FOUR OUT OF SIX QUESTIONS****(16<sup>th</sup> QUESTION IS COMPULSORY AND ANSWER ANY THREE QUESTIONS****(FROM Qn. No: 17 to 21)****(K4 (Or) K5)**

16. Evaluate the implications of Hawthorne Experiments
17. Explain in detail the various foundations of organizational behaviour
18. Describe briefly the multiple determinants of personality
19. Analyze the causes of stress faced by the employee with regard to personal and organizational factors
20. Distinguish between the formal and Informal groups
21. Discuss in detail the various functional and dysfunctional aspects of conflicts

\*\*\*\*\*