



Reg. No. : .....

Name : .....

**Second Semester M.A. (Human Resource Management) Degree  
Examination, August 2015  
HRM – 2.2.1 : ORGANIZATIONAL BEHAVIOUR  
(2014 Admission)**

Time : 3 Hours

Max. Marks : 75

**PART – I**

Answer **all** questions. Answer should **not** exceed **50** words. **All** questions carry **equal** marks.

1. Define organizational behaviour.
2. Distinguish between tall and flat organizational structures.
3. Distinguish between power and authority.
4. What are power tactics ?
5. What are inter-personal conflicts ?
6. Define negotiation.
7. What is meant by organizational culture ?
8. What is job dissatisfaction ?
9. What do you understand by organizational change ?
10. What do you mean by coping strategies for stress ? **(10x2=20 Marks)**

**PART – II**

Answer **any five** questions. Answer should **not** exceed **500** words. **All** questions carry **equal** marks.

11. What is an organizational chart ? Draw an organizational chart based on your field experience and indicate the hierarchical levels.



12. What are virtual corporations with regard to organizational structure ? How is relationship maintained in such organizations ?
13. Briefly explain the sources of power in organizations. Which sources of power are most effective ?
14. What are the individual and organizational factors contributing to political behavior ?
15. Differentiate between traditional and modern views of conflicts in organizations.
16. List out the skills required for effective negotiation. Also explain the important bargaining strategies.
17. What are the factors affecting organizational climate ? How can organizational climate be measured ?
18. Briefly explain the Kurt Lewin model of managing organizational change.

(5×5=25 Marks)

### PART – III

Answer **any two** questions. Answer should **not** exceed **1200** words. **All** questions carry **equal** marks.

19. Explain the organizational design processes and their outcomes. Examine the merits and demerits of traditional and modern organizational structures.
20. Outline the conflict process in organizations highlighting the major stages. What are the outcomes of conflicts ?
21. What are the correlates of job satisfaction ? Explain how job satisfaction is related to job performance.
22. Briefly describe the sources of stress. Also, explain how can an employee maintain effective work-life balance ?

(2×15=30 Marks)