



(Pages : 2)

C – 5073

Reg. No. :

Name :

Second Semester M.A. Degree Examination, August 2017
Human Resource Management
HRM 2.2.1 – ORGANIZATIONAL BEHAVIOUR
(2014 Admission Onwards)

Time : 3 Hours

Maximum Marks : 75

PART – I

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

1. What do you understand by workforce diversity ?
 2. What is a matrix organizational structure ?
 3. Define power in organizations.
 4. What do you mean by organizational politics ?
 5. What are intra-individual conflicts ?
 6. What is a win-win strategy in conflict management ?
 7. What is positive organizational culture ?
 8. What are the determinants of job satisfaction ?
 9. What do you understand by resistance to change ?
 10. What is a learning organization ?
- (10×2=20 Marks)**

P.T.O.



PART – II

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

11. Explain briefly the concepts : organizational design and structure. List out the basic design dimensions.
12. What is the difference between line and staff organizations ? How can one manage the line-staff conflicts in firms ?
13. Where does power come from ? Compare the effectiveness of personal power and formal power.
14. Explain the causes and consequences of political behavior in organizations.
15. Distinguish between functional and dysfunctional conflicts. How can these conflicts be managed ?
16. Briefly explain the different conflict handling strategies.
17. How is culture created in an organization ? Differentiate between strong and weak cultures.
18. Briefly explain the strategies for maintaining effective work-life balance.

(5×5=25 Marks)

PART – III

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

19. How has globalization influenced the study of OB ? What are the challenges involved in managing a diverse work force on organizations ?
20. Explain the process of negotiation highlighting the important steps.
21. What are the factors affecting organizational climate ? Also, examine the relationship between organizational culture and climate.
22. Explain the consequences of work stress. How can stress management be effectively done ?

(2×15=30 Marks)