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F – 4656

Reg. No. :

Name :

**First Semester M.A. (Human Resource Management) Degree
Examination, February 2019
HRM 2.1.1 : ORGANIZATIONAL BEHAVIOUR
(2018 Admn.)**

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 behavior.
2. What is offshoring ?
3. What do you understand by personality types ?
4. What is emotional intelligence ?
5. What is group cohesiveness ?
6. What do you understand by charismatic leadership ?
7. What are power tactics ?
8. What are intra-individual conflicts ?
9. What is meant by organizational culture ?
10. What do you mean by coping strategies for stress ? **(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. Why is perception important ? Briefly explain the factors influencing perception.
12. Explain the social learning theory. How is this theory different from the other learning models ?
13. Explain the stages of group development as given by Bruce Tuckman.
14. Explain leadership. What are the essential characteristics and qualities to be possessed by an effective leader ?
15. Briefly explain the sources of power in organizations. Which sources of power are most effective ?
16. What are the causes of inter-personal conflicts ? Briefly explain the different conflict handling strategies.
17. How is culture created in an organization ? Differentiate between strong and weak cultures.
18. Briefly describe the sources of stress. Also, explain how can an employee manage stress ? **(5×5=25 Marks)**

PART – III

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

19. What are the correlates of job satisfaction ? Explain how job satisfaction is related to job performance.
 20. Explain any two theories of motivation. How can knowledge of motivation theories help managers ?
 21. Explain the organizational design processes and their outcomes. Examine the merits and demerits of traditional and modern organizational structures.
 22. What is meant by organizational climate ? Briefly describe the factors affecting organizational climate. **(2×15=30 Marks)**
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