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H – 3654

Reg. No. : .....

Name : .....

**First Semester M.A.(Human Resource Management) Degree Examination,  
December 2019**

**HRM 2.1.1 : ORGANISATIONAL BEHAVIOUR**

**(2018 Admission Onwards)**

Time : 3 Hours

Max. Marks : 75

PART – I

Answer **all** questions. Answer should not exceed **50** words.

1. Observational Learning
2. Organizational Commitment
3. Explain conflict
4. Define Organizational culture
5. Write short note on Pygmalion Effect
6. Explain Operant Conditioning
7. Explain the basic components of Motivation
8. Explain Virtual Teams
9. Explain Social Perception
10. Emotional Intelligence:

**(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. Define decision making and explain the steps in rational decision making.
12. Explain the factors affecting group and team performance
13. Describe the three stages of organizational socialization and the ways culture is communicated in each step?
14. Why do we need to manage emotions? How can emotional intelligence help manage emotions?
15. Suggest methods to develop sound organizational climate
16. What is Organizational behavior? Which are the other disciplines that are related to OB
17. Explain Kelly's theory of causal attribution
18. Explain fundamental attribution error and self -serving bias

**(5 × 5 = 25 Marks)**

## PART – III

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

19. What are attitudes? Identify and discuss major job related attitudes in organizations.
20. Discuss the strategies for managing conflict optimally in organizations
21. Explain work related stress and identify Five ways to manage workplace stress
22. Write a detailed note on group decision making techniques with their advantages and disadvantages.

**(2 × 15 = 30 Marks)**

