

(6 pages)

S.No. 8230

P 22 BME 2 B/

P 22 CAE 2 B/

P 22 MCE 2 A

(For candidates admitted from 2022–2023 onwards)

M.Com. DEGREE EXAMINATION, NOVEMBER 2023.

**Bank Management/Computer Application/
Commerce — Elective**

ORGANISATIONAL BEHAVIOUR

Time : Three hours

Maximum : 75 marks

PART A — (20 marks)

Answer ALL questions.

I. (A) Multiple choice questions. (5 × 1 = 5)

1. _____ is the set of actions that employees take to separate themselves from the organization.

- (a) Acceptance behaviour
- (b) Negative behaviour
- (c) Positive behaviour
- (d) Withdrawal behaviour

2. A study of the culture and practices in different societies is called

- (a) Personality
- (b) Anthropology
- (c) Perception
- (d) Attitudes

3. Who is called as father of “Human relations”

- (a) William Gilbreth
- (b) Hendry Fayol
- (c) F.W. Taylor
- (d) Elton Mayo

4. Study of Group Behaviour is known as

- (a) Anthropology
- (b) Psychology
- (c) Physiology
- (d) Sociology

5. Name the approaches to the study of leadership which emphasise the personality of the leader

- (a) Contingency theories
- (b) Group theories
- (c) Trait theories
- (d) Inspirational theories

(B) Fill in the blanks. (5 × 1 = 5)

6. The study of organizational Behaviour is categorized into Micro and Macro OR. Micro OB deals with _____ and _____

7. Learning is defined as relatively _____ in behaviour.

8. _____ says that instead of the hierarchy of needs, there are only three parameters to motivate people.

9. The degree to which the decision making authority is concentrated at the top level is known as _____

10. "Leadership motivates the people to work and not the power of money". This concept is related to _____

II. Short questions : (5 × 2 = 10)

11. Define organizational behavior.

12. Differentiate between sensation and perception.

13. What are the 'Y' factors?

14. State any two factors influencing the morale of employees.

15. Why and when do workers accept authority? Give the conditions.

PART B — (5 × 5 = 25)

Answer ALL questions, choosing either (a) or (b).

16. (a) Discuss the nature and scope of organizational behaviour.

Or

(b) State how Systems approach and Contingency approach have played the role of integrating various fragmented approaches of management.

17. (a) Outline the factors influencing personality of an individual.

Or

(b) Explain the steps in the Perceptual process of organizational behaviour?

18. (a) Explain Victor Vroom's Expectancy theory.

Or

- (b) Define Motivation. Appreciate its importance to a modern enterprise.

19. (a) Distinguish between formal organization and informal organization.

Or

- (b) List and explain the common decision biases or errors.

20. (a) Discuss the role of Power and Politics in organization.

Or

- (b) Distinguish between autocratic and democratic styles of leadership.

PART C — (3 × 10 = 30)

Answer any THREE questions.

21. Give an account of Hawthorne Studies. Also mention its complications, if any.
22. Explain the various types of personality.

23. Enumerate the assumptions of McGregor's Theory X and Theory Y. Which one, in your opinion, is applicable in India? Justify your answer.

24. "Group dynamic is referred to as an important core of any organization". Comment.

25. How can organizations select and develop effective leaders?