

M.Com. DEGREE EXAMINATION, APRIL 2020
II Year IV Semester
Organisational Behaviour

Time : 3 Hours

Max.marks :75

Section A ($10 \times 2 = 20$) Marks

Answer any **TEN** questions

1. What is Organisational behaviour?
2. Define Perception.
3. What do you mean by Organisational culture?
4. State the meaning of Organisational structure.
5. Write a short note on management conflict.
6. What is meant by motivation?
7. List the stages in Maslow's Need Hierarchy Theory.
8. What is a group?
9. Define Communication.
10. Who is a leader?
11. What do you mean by work stress?
12. What is meant by Democratic leadership?

Section B ($5 \times 5 = 25$) Marks

Answer any **FIVE** questions

13. Explain the determinants of personality.
14. List-out the steps involved in the process of perception.
15. Describe the elements of organisational culture.
16. Explain the significance of motivation for a business.
17. Enumerate the steps involved in the communication process.
18. State the characteristics of group dynamics.
19. Explain the major qualities of an effective leader.

Section C ($2 \times 15 = 30$) Marks

Answer any **TWO** questions

20. Elaborate the bases in the behaviour of an individual.
21. Discuss in detail the factors or forces of change.
22. Explain the early and contemporary theories of motivation.
23. Describe the various causes and effects of work stress.

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