

(NO.OF PAGES:2)

FOR THE CANDIDATES ADMITTED
DURING THE ACADEMIC YEAR 2020 ONLY)

20UIB514

REG.NO

NGM COLLEGE (AUTONOMOUS) POLLACHI
END-OF-SEMESTER EXAMINATIONS: DECEMBER-2022

B.Com-International Business
V SEMESTER

MAXIMUM MARKS: 70
TIME: 3 HOURS

PART III

ORGANISATION BEHAVIOUR

SECTION – A

(10 X1 = 10 MARKS)

ANSWER THE FOLLOWING QUESTIONS
MULTIPLE CHOICE QUESTIONS

(K1)

1. ----- are social inventions for accomplishing goals through group effects.
a. Management b. Organization c. Leadership d. Behavior
2. Organization Behavior is -----.
a. An interdisciplinary approach b. A humanistic approach
c. Total system approach d. All of these
3. _____ is "the reactions of individuals to new or threatening factors in their work environments"
a. Attitude b. Stress c. Dissonance d. Disappointment
4. Which is generally the least used channel of communication in an organisation?
a. Horizontal channel b. Diagonal channel
c. Upward channel d. Downward channel
5. Behaviour, Power and conflict are central areas of study for-----.
a. Sociologist b. Anthropologists
c. Social psychologists d. Operations analysts

ANSWER THE FOLLOWING IN ONE (OR) TWO SENTENCES

(K2)

6. What is organization?
7. What is meant by emotion?
8. Indicate the four main theories of motivation?
9. Relate the meaning of political management?
10. Define job stress.

(CONTD.....2)

ETHICAL PAPER

SECTION – B

(5 X 4 = 20 MARKS)

ANSWER EITHER (a) OR (b) IN EACH OF THE FOLLOWING QUESTIONS. (K3)

11. a) Explain the importance of studying Organisation Behaviour.
(OR)
b) Compare Mechanistic culture and Organic culture.
12. a) Assess the importance of emotional intelligence (EI).
(OR)
b) Examine Cognitive Dissonance Theory.
13. a) List out the essential elements of Communication.
(OR)
b) Discover the various Stages of Group Development.
14. a) Describe the measures to stimulate conflicts.
(OR)
b) Discuss the important strategies for resolving conflicts.
15. a) Find the way to Change the Organization to Prevent Job Stress?
(OR)
b) Discover the similarities and dissimilarities between Organizational Culture and Climate.

SECTION – C

(4 X 10 = 40 MARKS)

ANSWER ANY FOUR OUT OF SIX QUESTIONS.

(16TH QUESTION IS COMPULSORY AND ANSWER ANY THREE QUESTIONS FROM Q.NO: 17 TO 21)

(K4) OR (K5)

16. Determine the scope of organizational behaviour
17. Discuss the factors affect the relationship between attitudes and behaviour.
18. Explain the barriers to effective Communication. Suggest remedial measures.
19. Evaluate the characteristics for a successful Organizational culture.
20. Criticize the Individual Factors of Stress.
21. Summarize the negotiation strategies.
