

**First Semester M.Com. Degree Examination, February 2012
(2007-08 Scheme) (N.~.)**

COMMERCE

1.1 : Organisational Behaviour

1. Answer **any ten** subquestions. **Each** subquestion carries **two** marks.

- a) What are perceptual errors?
- b) What is coercive power?
- c) What are virtual teams?
- d) What is dominant culture?
- e) Define attitude.
- f) What is group cohesiveness?
- g) What is self efficacy?
- h) Who are transactional leaders?
- i) What are the determinants of productivity?
- j) Define organisational behaviour.
- k) What is emotional intelligence?
- l) What do you mean by task groups?

Answer **any three** of the following in about **one** page.

2. Bring out the importance of organisational behaviour.
3. Explain social learning theory.
4. What are the difficulties in changing the attitude and what are the ways of changing the attitude?
5. What are the determinants of group behaviour? Explain.
6. Write a note on equity theory of motivation.

Answer **any three** of the following:

- 7.. Explain various factors influencing individual behaviour.
8. "Today's workforce is increasingly made up of part time or contingent employees". Is organisational culture really important if the workforce is mostly temporary employees? Explain.
9. "Resistance to change is an irrational response" do you agree or disagree with the statement? Explain.
10. Explain the sources and strategies of resolving conflict.
11. Explain OO intervention techniques for the effectiveness of OD programmes.