****

Register Number

****

**ST.JOSEPH’S UNIVERSITY, BENGALURU -27**

**M.Com – I SEMESTER**

**SEMESTER EXAMINATION: OCTOBER 2023**

**(Examination conducted in November/ December 2023)**

**MCO7520-Organisational Behaviour**

**(FOR REGULAR STUDENTS ONLY)**

**Time: 2 Hours Max Marks: 50**

**This paper contains \_\_\_\_\_ printed pages and THREE parts**

**PART- A**

**Answer any two questions 2\*5=10**

1.Mr. Rakesh is an environmentalist. He has a positive attitude towards ‘Classmate’ note books since they use eco friendly and elemental chlorine free paper. Which function of attitude is reflected here? Explain the different functions of attitudes.

2.Classify the following under the Maslow’s need hierarchy

a.Sleep b.Instagram Account c. A new challenging work assignment d. Praise e. Walking groups

3. Describe in brief the merits of group cohesiveness.

**PART-B**

**Answer any two questions 2\*15=30**

4. Contrast classical conditioning, operant conditioning, and social learning.

5. Explain the role of Transactional Analysis in interpersonal conflicts.

6."Imagine you're leading a diverse team tasked with selecting a new project to pursue. How would you apply different decision-making techniques to ensure a well-rounded and informed choice?

**PART-C**

**Answer the following question. 1\*10=10**

7.'In the midst of chaos, there is also opportunity.' - Sun Tzu. Drawing inspiration from this quote, elaborate the effective strategies for managing conflicts.