



Register Number:

Date: 13-01-2021

ST. JOSEPH'S COLLEGE (AUTONOMOUS), BANGALORE-27

M.COM

END SEMESTER EXAMINATION: NOV 2020

MCO 7520 – ORGANIZATIONAL BEHAVIOUR

Max Marks-70

Time- 2.5 hr

Section A

Answer *any ten* of the following

(2 x 10 = 20marks)

1. State the main difference between transactional leadership and transformational leadership
2. What is TAT?
3. Mention any two features of child ego
4. "A person who values freedom will have a positive attitude towards decentralisation". Which function of attitude is seen here.
5. What is Social learning?
6. "My superior is unfair". What component of attitude does this statement reflect.
7. "Mr. Ram is helpful; hence he must be honest as well." Which barrier of perceptual accuracy is seen here?
8. Who is a dogmatic individual?
9. How does a Fixed interval reinforcement schedule differ from a variable interval reinforcement schedule?
10. What is county club management
11. What is the Delphi technique in decision making?
12. What are Hygiene factors in Herzbergs theory?

Section B

Answer *any three* of the following

(3 x 5 = 15marks)

13. What is Learning? Explain the classical theory of learning
14. Briefly explain Maslows theory and classify the following according to their place in Maslows need hierarchy theory
Membership in a book club; Pension; Facebook account, Job titles; Leaderboards
15. Write short notes on a. Complementary transactions b. Crossed transactions. c. Ulterior transactions

16. A manager recognises the work of his employee Mr.A and rewards him satisfactorily. Explain the model of OB seen in the above scenario .Also discuss the other models of OB.
17. "For groups to be effective ,people should be able to work together to contribute collectively to the team outcomes"-Discuss the stages involved in this.

Section C

Answer **any two** of the following

(2 x 10 = 20marks)

18. Can attitudes be changed? Discuss in detailed.
19. We attend to some stimuli in our environment and not to others. Explain the factors involved in this.
20. "Conflicts and disagreements lead to negativity". Discuss the various strategies to overcome this.

Section D

21. Compulsory Question

(1x 15 = 15marks)

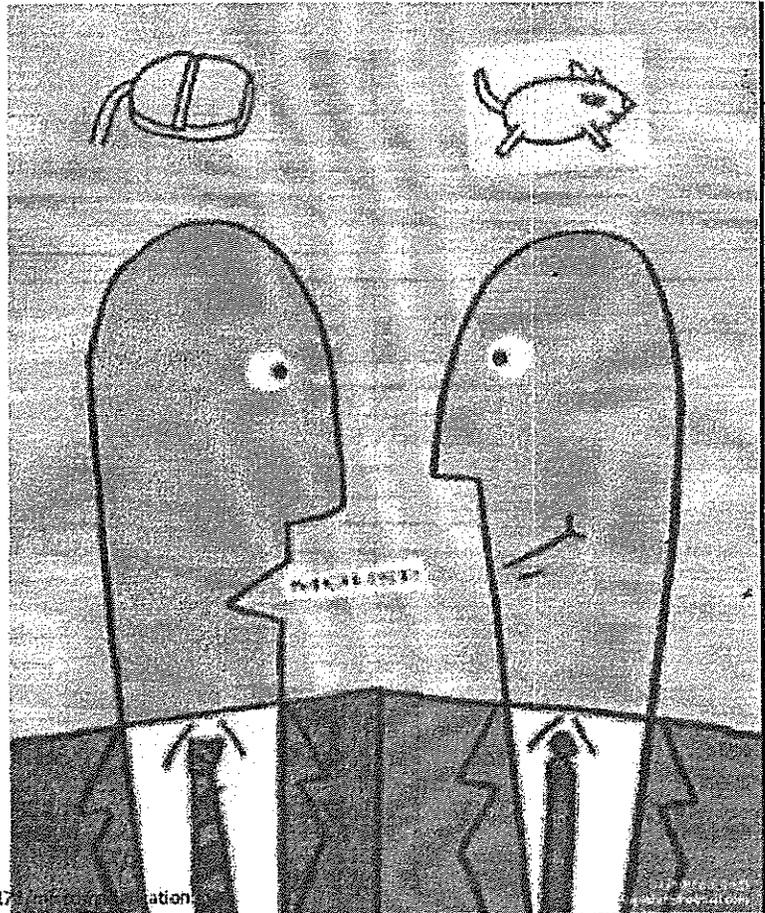


Image source: <https://workpulse.com/files/upload/617/communication>

Discuss the communication barrier illustrated above. Explain the the barriers to communication and measures to overcome it.
