Reg. No.: ☐☐☐☐☐☐☐☐

G. VENKATASWAMY NAIDU COLLEGE (AUTONOMOUS), KOVILPATTI – 628 502.

PG DEGREE END SEMESTER EXAMINATIONS - APRIL 2025.
(For those admitted in June 2023 and later)

PROGRAMME AND BRANCH: M.COM.

SEM	CATEGORY	COMPONENT	COURSE CODE	COURSE TITLE
IV	PART - III	CORE ELECTIVE -6	P23CO4E6A	ORGANIZATIONAL BEHAVIOUR

Date & Session : 29.04.2025/FN　　　**Time : 3 hours**　　　**Maximum: 75 Marks**

Course Outcome	Bloom's K-level	Q. No.	SECTION – A (10 X 1 = 10 Marks) Answer ALL Questions.
CO1	K1	1.	Organizational behaviour focuses on 3 Levels. a) Individuals, Organisation, Society　　b) Society, Organisation, Nation c) Employee, Employer, Management　　d) Individual, Group, Organisation.
CO1	K2	2.	Belief, opinion, knowledge, emotions feelings intention are the components of. a) OB　　　b) Job satisfaction　　c) Attitude　　　d) Personality
CO2	K1	3.	Which of the following is NOT considered a content theory of motivation? a) Maslow's Hierarchy of Needs　　　b) Herzberg's Two-Factor Theory c) VROOM's Expectancy Theory　　　d) Alderfer's ERG Theory
CO2	K2	4.	High job satisfaction is often linked to which of the following outcomes? a) Decreased organizational commitment　　b) Increased absenteeism c) Improved organizational performance　　d) Lower employee morale
CO3	K1	5.	What is a key characteristic of effective business communication? a) Overuse of jargon　　　b) Ambiguity c) Lengthy messages　　　d) Clarity
CO3	K2	6.	Which of the following is a characteristic of a matrix organizational structure? a) Employees report to multiple managers b) A clear chain of command c) Simple and flexible hierarchy d) Focus on functional departments only
CO4	K1	7.	In Transactional Analysis, self-awareness is crucial because it: a) Reduces the need for teamwork. b) Helps individuals recognize their ego states and patterns of interaction c) Increases organizational hierarchies. d) Focuses exclusively on behavioural outcomes.
CO4	K2	8.	Which of the following is a benefit of fostering work spirituality? a) Increased employee turnover　　b) Enhanced job satisfaction and engagement　c) Strict adherence to policies　　　d) Decreased collaboration
CO5	K1	9.	What is a common source of resistance to change in organizations? a) Strong leadership b) Communication and transparency c) Fear of uncertainty and loss of control d) Continuous employee development
CO5	K2	10.	Which type of intervention focuses on improving interpersonal relationships in organizations? a) Team Building Intervention　　　b) Strategic Planning Intervention c) Team Building Intervention　　　d) Market Analysis Intervention

Course Outcome	Bloom's K-level	Q. No.	SECTION – B (5 X 5 = 25 Marks) Answer ALL Questions choosing either (a) or (b)
CO1	K2	11a.	Elaborate on the various models of Organizational Behavior. **(OR)**
CO1	K2	11b.	Outline the key differences between attitudes and values within the context of Organizational Behaviour.
CO2	K2	12a.	summarize the major components of Vroom's Expectancy Theory and their relevance to employee motivation. **(OR)**
CO2	K2	12b.	Explain Maslow's Hierarchy of Needs and its implications for employee motivation.
CO3	K3	13a.	Estimate the effect of organizational climate on employee performance. **(OR)**
CO3	K3	13b.	Determine the impact of organizational structure on employee decision-making and performance..
CO4	K3	14a.	Discover the benefits of using Transactional Analysis to improve organizational effectiveness. **(OR)**
CO4	K3	14b.	Identify the major components of analyzing transactions and give an example.
CO5	K4	15a.	Examine the important steps in the change management process. **(OR)**
CO5	K4	15b.	Infer the term cross-cultural communication, and why is it critical in international organizations?

Course Outcome	Bloom's K-level	Q. No	SECTION – C (5 X 8 = 40 Marks) Answer ALL Questions choosing either (a) or (b)
CO1	K4	16a.	Illustrate the challenges facing management in the context of Organizational Behaviour. **(OR)**
CO1	K4	16b.	Infer the term Organisational learning. Explain the various theories of organisational learning.
CO2	K5	17a.	Compare and contrast Maslow's, Herzberg's, and Alderfer's theories of motivation. Discuss their strengths and limitations in a workplace context. **(OR)**
CO2	K5	17b.	Assess the role of organizational culture in shaping employee motivation and job satisfaction. How can leaders influence this relationship?
CO3	K5	18a.	Evaluate the role of business emails in organizational communication. What best practices can improve email effectiveness? **(OR)**
CO3	K5	18b.	Assess the impact of organizational culture on employee engagement and satisfaction. How can leaders cultivate a positive culture?
CO4	K5	19a.	Assess various conflict management techniques and their effectiveness in resolving workplace conflicts. **(OR)**
CO4	K5	19b.	Interpret the concept of work spirituality and its relevance in today's organizational context. How can it contribute to employee satisfaction and organizational success?
CO5	K6	20a.	Develop an evaluation of different intervention strategies in organizational development, and explain their impact on organizational health. **(OR)**
CO5	K6	20b.	Propose effective strategies for managing multicultural teams in international organizations and provide examples of successful practices.