

**G.V.M.'s Gopal Govind Poy Raiturcar College of
Commerce and Economics, Ponda Goa**

M.Com. Semester I

ISA II September 2023

COM 503 Organisational Behaviour

Time: 1 hour

Marks: 20

I. Answer the following questions.

(5 marks each)

1. Explain the Thomas-Kilmann model of Conflict Resolution.
2. You are a manager at a leading life insurance company but lately, your company is experiencing poor employee relations, resulting in high absenteeism and high turnover among employees. How would you facilitate smooth relations in employees?
3. Highlight the most common Job-related causes of Stress and coping ways adopted by the employees in the organization.
4. "All types of conflicts are bad and harmful for any organization. Conflict must be avoided at any cost." Do you agree? Justify.