

Goa Vidyaprasarak Mandal's
Gopal Govind Poy Raiturcar College of Commerce and Economics
Ponda Goa

M.Com. Semester I

ISA I August 2024

COM 503 Organisational Behaviour

Time: 1 hour

Marks: 20

I. Answer the following questions.

(Marks) (CO) (BL)

1. "Some employees are productive, lively, cheerful and passionate about the job while some are mere opposite." What factors determine the behaviour of an individual at the workplace? **(5) (CO1) (BL3)**
2. Provide a detailed explanation of the following models of human behaviour, highlighting their key characteristics - **(5) (CO1) (BL2)**
 - i) Organisational Man
 - ii) Social Man
 - iii) Complex Man
 - iv) Compulsive Man
3. "Employee satisfaction can stimulate positive energy, creativity, and increased motivation to succeed." Which of the components of the job lead to employee satisfaction to stimulate such traits? **(5) (CO1) (BL4)**
4. Read the following case study and answer the questions below. **(5) (CO1) (BL4)**

At ABC Corp, the company's core values include integrity, collaboration, and customer focus. However, employees reported feeling that these values were not consistently reflected in daily operations and management practices. For instance, some employees observed that the leadership often prioritized short-term profits over long-term ethical considerations, which contradicted the company's stated value of integrity. Similarly, there were instances of team members feeling excluded from decision-making processes, which conflicted with the value of collaboration.

 - What measures should ABC Corp take to address this issue?
 - Following the implementation of your measures, what changes can be expected?