

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

M.Com. Semester I
ISA II September 2024

COM 503 Organisational Behaviour

Time: 1 hour

Marks: 20

I. Answer the following questions.

(Marks) (CO) (BL)

1. Can conflicts in an organisation lead to positive outcomes? Provide explanations in favour of your answer. **(5) (CO2) (BL4)**
2. What are the key components of the Thomas-Kilmann Conflict Resolution Model, and how does it help individuals choose an appropriate conflict-handling style? **(5) (CO2) (BL4)**
3. What are the most common causes of workplace stress, and how do they impact employee performance and well-being? **(5) (CO2) (BL4)**
4. You are an HR manager at Infix India Ltd; you aim to increase the job satisfaction of the employees at the workplace; what measures would you take, and how can increased job satisfaction help the organisation? **(5) (CO1) (BL3)**