

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

**M.Com. Semester I End Examination, October-November 2024**

**COM 503 Organisational Behaviour (OA-35)**

Duration: 2 Hours

Total Marks: 40

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- Instructions:** 1) This paper consists of **six** questions carrying **equal** marks.  
2) Question No. **1** consists of **5 compulsory** questions of **2 marks each**.  
3) Answer **any three** questions from Q. No. **2,3,4,5 and 6**.  
4) Each question carries ten marks.
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- | 1. Write short notes on the following. | (Marks) (CO) (BL) |
|--|-------------------|
| a) Changing views on Conflict          | (2) (CO2) (BL2)   |
| b) Expert and Referent Power           | (2) (CO3) (BL2)   |
| c) Perception                          | (2) (CO3) (BL2)   |
| d) Reasons for Resistance to Change    | (2) (CO4) (BL4)   |
| e) Organisational Politics             | (2) (CO3) (BL2)   |
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| 2. "Human beings may be physically alike but not behaviourally." Explain any five models of men in terms of behavioural aspects.   | (10) (CO1) (BL2) |
| 3. How does employee job satisfaction benefit organisations, and what effective practices can be adopted to enhance satisfaction in the workplace?   | (10) (CO2) (BL3) |
| 4. "Workplace stress is a prevalent issue that can impact employee well-being and organisational productivity. What are the key causes of workplace stress, and what strategies can be implemented to manage and reduce it effectively?"         | (10) (CO2) (BL4) |
| 5. Counselling plays a crucial role in supporting individuals through various challenges and promoting mental well-being. What are the different types of counselling available, and what are the benefits and limitations associated with each? | (10) (CO4) (BL2) |
| 6. How can managers differentiate between formal and informal leaders in their teams, and what methods can be implemented to reward the informal leaders' unique contributions?  | (10) (CO4) (BL3) |