

**PSG COLLEGE OF ARTS & SCIENCE
(AUTONOMOUS)**

**PGDHRM DEGREE EXAMINATION MAY 2025
(Second Semester)**

Branch – PG DIPLOMA IN HUMAN RESOURCE MANAGEMENT

ORGANIZATIONAL BEHAVIOUR AND ORGANIZATIONAL DEVELOPMENT

Time: Three Hours

Maximum: 75 Marks

SECTION-A (10 Marks)

Answer ALL questions

ALL questions carry EQUAL marks

(10 × 1 = 10)

Module No.	Question No.	Question	K Level	CO
1	1	Which of the following is NOT a characteristic of Organizational Development? a) Long-term change b) Top-down management approach c) Collaborative processes d) System-wide application	K1	CO1
	2	Which of the following is NOT a core concept of Organizational Behaviour? a) Motivation b) Communication c) Forecasting techniques d) Leadership	K2	CO2
2	3	In operant conditioning, which of the following strengthens a behavior? a) Punishment b) Extinction c) Reinforcement d) Habituation	K1	CO1
	4	Which type of perception involves the sense of balance and spatial awareness? a) Auditory perception b) Visual perception c) Vestibular perception d) Tactile perception	K2	CO2
3	5	What is a characteristic of a flat organizational structure? a) Many levels of management b) Wide span of control c) Hierarchical decision-making d) Complex reporting relationships	K1	CO1
	6	Which of the following is a barrier to effective interpersonal relationships? a) Active listening b) Trust c) Stereotyping d) Mutual respect	K2	CO2
4	7	Transformational leadership is best described as _____. a) Leadership that is transactional in nature b) Leadership that inspires and motivates followers to achieve extraordinary outcomes c) Leadership that focuses solely on organizational processes d) Leadership that depends on the follower's maturity level.	K1	CO1
	8	Which leadership style encourages group participation and decision-making? a) Autocratic Leadership b) Democratic Leadership c) Laissez-Faire Leadership d) Charismatic Leadership	K2	CO2
5	9	Organizational climate refers to _____. a) The specific goals and objectives set by the organization. b) The shared perceptions and attitudes about the organization. c) The legal framework within which the organization operates. d) The formal structure and hierarchy of the organization.	K1	CO1

Cont...

5	10	Lewin's three-step model for organizational change includes _____ a) Planning, implementation, and monitoring. b) Unfreezing, changing, and refreezing. c) Motivation, delegation, and evaluation. d) Resistance, negotiation, and adaptation.	K2	CO2
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SECTION - B (35 Marks)

Answer ALL questions

ALL questions carry EQUAL Marks

(5 × 7 = 35)

Module No.	Question No.	Question	K Level	CO
1	11.a.	Summarize the need and importance of organizational behaviour.	K2	CO3
		(OR)		
	11.b.	Outline the key components of an organizational framework and how does an organizational framework influence employee behavior.		
2	12.a.	Identify the factors that influence the personality.	K3	CO3
		(OR)		
	12.b.	Inference the major methods used to measure attitudes.	K4	
3	13.a.	Prioritize the main types of organizational structures.	K5	CO4
		(OR)		
	13.b.	Judge the role of a leader in group decision making.		
4	14.a.	Measure the various leadership styles with proper examples.	K5	CO4
		(OR)		
	14.b.	Recommend the main sources of power in an organization.		
5	15.a.	Develop the factors that determine the organizational climate.	K6	CO5
		(OR)		
	15.b.	Invent the key indicators of organizational effectiveness.		

SECTION - C (30 Marks)

Answer ANY THREE questions

ALL questions carry EQUAL Marks

(3 × 10 = 30)

Module No.	Question No.	Question	K Level	CO
1	16	Assume the organizational behavior model help managers in understanding and managing employee attitudes, motivation and job satisfaction and provide examples of how this model can be applied in different organizational settings.	K4	CO3
2	17	Classify the various types of personality and motivation.	K4	CO3
3	18	Evaluate the influence of power dynamics and authority on communication and interpersonal relationships in organizations.	K5	CO4
4	19	Discuss the role of power and politics in driving or resisting organizational change and how can managers effectively navigate political behavior during change initiatives.	K5	CO4
5	20	"Organizational change and organizational development are two interconnected concepts that address the transformation and growth of organizations" – Justify.	K6	CO5

Z-Z-Z

END