

PSG COLLEGE OF ARTS & SCIENCE
(AUTONOMOUS)

MCom DEGREE EXAMINATION MAY 2026
(Second Semester)

Common to Branches – **COMMERCE /COMMERCE WITH COMPUTER APPLICATION**

ORGANIZATIONAL BEHAVIOUR

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	OB helps managers to (i) Predict behaviour (ii) Understand behaviour (iii) Influence behaviour (iv) All of the above	K1	CO1
	2	“There is no one best way to manage” is related to (i) Bureaucratic approach (ii) Contingency approach (iii) Scientific management (iv) Administrative management	K2	CO1
2	3	Individual differences arise mainly due to differences in (i) Personality and perception (ii) Attitudes and emotions (iii) Abilities, personality, background (iv) Motivation only	K1	CO2
	4	Which statement best explains individual differences in organisational behaviour? (i) All employees respond similarly to managerial actions (ii) Differences among individuals influence their behaviour and performance at work (iii) Training eliminates individual differences (iv) Individual behaviour is fully determined by organisational rules	K2	CO2
3	5	A project manager selects members with complementary skills and sets clear goals to improve collaboration. This practice primarily relates to: (i) Group decision making (ii) Team creation (iii) Group structure (iv) Organisational politics	K1	CO3
	6	A team avoids discussing alternative ideas to maintain harmony, resulting in poor decisions. This situation best illustrates: (i) Social loafing (ii) Groupthink (iii) Group polarization (iv) Role conflict	K2	CO3
4	7	Which type of conflict occurs between two individuals due to differences in values or perceptions? (i) Organisational-level conflict (ii) Group-level conflict (iii) Individual-level conflict (iv) Interdepartmental conflict	K1	CO4
	8	An employee shows emotional exhaustion, depersonalisation, and reduced personal accomplishment due to prolonged work pressure. This condition indicates: (i) Job satisfaction (ii) Burnout (iii) Work engagement (iv) Role clarity	K2	CO4
5	9	Which type of change is most appropriate when an organisation needs continuous improvement and adaptation to environmental uncertainty? (i) Incremental change (ii) Transformational change (iii) Planned change (iv) Developmental change	K1	CO5
	10	Which of the following best represents a cultural artifact? (i) Core values of the founders (ii) Basic underlying assumptions (iii) Observable symbols, rituals, and physical arrangements (iv) Employees' personal attitudes	K2	CO5

Cont...

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.	Examine the concept and nature of Organisational Behaviour (OB).	K4	CO1
		(OR)		
	11.b.	Analyze the Human Behaviour Approach in OB.		
2	12.a.	Explain the determinants of personality.	K4	CO2
		(OR)		
	12.b.	Analyze the concept of Emotional Intelligence (EI).		
3	13.a.	Categories the stages of group development.	K4	CO3
		(OR)		
	13.b.	List out the advantages and disadvantages of group decision making.		
4	14.a.	Define conflict and explain its nature and features.	K5	CO4
		(OR)		
	14.b.	Explain the impact of group conflict on team performance.		
5	15.a.	Examine different levels of organizational culture.	K4	CO5
		(OR)		
	15.b.	Explain the effects of organizational culture on employee behaviour.		

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	Explain Fayol's Administrative Management theory and compare it with Scientific Management.	K4	CO1
2	17	Identify the importance of perception in managerial decision making and explain how perceptual skills can be developed.	K3	CO2
3	18	List down the factors affecting group process and their influence on group performance.	K4	CO3
4	19	Determine different conflict handling styles with examples.	K5	CO4
5	20	Explain the nature of organizational change and its key characteristics.	K5	CO5

Z-Z-Z

END