

PSG COLLEGE OF ARTS & SCIENCE
(AUTONOMOUS)

PG DIPLOMA DEGREE EXAMINATION DECEMBER 2023
(Second Semester)

Branch- PG DIPLOMA IN HUMAN RESOURCE MANAGEMENT

ORGANISATIONAL BEHAVIOUR AND ORGANISATIONAL DEVELOPMENT

Time: Three Hours

Maximum: 50 Marks

SECTION-A (5 Marks)

Answer ALL questions

ALL questions carry EQUAL marks (5 x 1 = 5)

- 1 Identify the model that seeks to make employees feel as if the boss is caring for their personal needs
(i) custodial model (ii) collegial model
(iii) system model (iv) autocratic model
- 2 _____ is indicated as organism, identification and interpretation of sensory information in order to represent and understand the presented information or environment
(i) motivation (ii) perception
(iii) personality (iv) attitude
- 3 _____ refers to the attitudinal and behavioral characteristics of a group
(i) group decision (ii) group dynamics
(iii) communication (iv) behaviour
- 4 Name the theory that is founded on the principle that no one leadership style is applicable to all situation
(i) trait theory (ii) situational theory
(iii) great man theory (iv) contingency theory
- 5 Identify the false statement
(i) OD culture and process are low priority targets in most OD programmes
(ii) OD and change take time
(iii) OD emphasis on the culture of work teams
(iv) OD programmes improve organization effectiveness

SECTION - B (15 Marks)

Answer ALL Questions

ALL Questions Carry EQUAL Marks (5 x 3 = 15)

- 6 a Define organizational behaviour and state the need of organizational behaviour.
OR
b Explain about the nature and scope of organizational behaviour.
- 7 a Classify the various factors influencing personality.
OR
b Does motivation have an effect on work behaviour – Justify.
- 8 a Write a short note about group dynamics.
OR
b Communication is vital to organization – Discuss.

Cont...

- 9 a Evaluate the importance of transformational theory of leadership.
OR
b Sketch the difference between leaders and managers.
- 10 a Illustrate the determinants of Job satisfaction.
OR
b State the objectives of organizational development.

SECTION -C (30 Marks)

Answer **ALL** questions

ALL questions carry **EQUAL** Marks

(5 x 6 = 30)

- 11 a Analyze the importance of organizational behaviour to the management and employees.
OR
b List the organizational behaviour models and assess the model that shows the relations between employees at different levels of organization.
- 12 a Enumerate the cognitive learning theory.
OR
b Evaluate the influencing factors of perception .
- 13 a Does the groups in organization influence for the organizational development – Justify.
OR
b What are the group decision making techniques recommended to improve the work culture?
- 14 a Classify the leadership styles and explain in detail.
OR
b Differentiate between power and politics.
- 15 a Does organizational climate effect Job satisfaction- Interpret.
OR
b Enumerate the role of team in achieving organizational effectiveness.

Z-Z-Z

END