



**LOYOLA COLLEGE (AUTONOMOUS), CHENNAI – 600 034**

**B.Com. DEGREE EXAMINATION – CORPORATE SECRETARYSHIP**

**FIFTH SEMESTER – APRIL 2018**

**BC 5405- ORGANISATION BEHAVIOUR**

Date: 08-05-2018  
Time: 09:00-12:00

Dept. No.

Max. : 100 Marks

**PART A**

**Answer ALL the questions**

**(10X2 = 20Marks)**

1. Define OB.
2. Define attitude.
3. What is meant by group cohesiveness?
4. What is the carrot and stick approach of motivation?
5. What is meant by intergroup conflicts?
6. Distinguish between power and politics in an organization.
7. Write a brief note on instrumental and terminal values.
8. Bring out the styles of leadership.
9. Write a short note on reference groups.
10. Differentiate organizational culture from organizational climate

**PART B**

**Answer any FOUR questions**

**(4X10 = 40Marks)**

11. Explain the Herzberg's motivation hygiene theory.
12. Explicate the types of values.
13. Explicate the managerial grid theory of leadership.
14. Explain the limitations of organizational behavior
15. Elucidate the methods and techniques of group decision making.
16. Discuss the concept of work life balance and its components.
17. Explicate the various elements of organizational culture

**PART C**

**Answer any TWO questions**

**(2X20 = 40Marks)**

18. Explicate the determinants of personality with examples.
19. Considering yourself as an efficient team leader, identify the causes for inter-group conflicts and elucidate the techniques to curtail inter-group conflicts in your organization.
20. Elucidate the factors contributing to stress at workplace and develop methods to combat stress at workplace
21. Expound Maslow's and McClelland's need motivation theories.

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