



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

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

**FIFTH SEMESTER – NOVEMBER 2017**

**BC 5405 - ORGANISATION BEHAVIOUR**

Date: 15-11-2017  
Time: 09:00-12:00

Dept. No.

Max. : 100 Marks

**PART A**

**Answer ALL the questions**

**(10X2 = 20Marks)**

1. Define OB.
2. Write a short note on perception.
3. Write a brief note on instrumental and terminal values.
4. What is the carrot and stick approach of motivation?
5. What is meant by intra group conflicts?
6. Differentiate organizational culture from organizational climate.
7. Define group dynamics.
8. Bring out the qualities of an efficient leader.
9. Write a short note on reference groups.
10. What is meant by organizational politics?

**PART B**

**Answer any FOUR questions**

**(4X10 = 40Marks)**

11. Explicate the determinants of personality with examples.
12. Explain the limitations of organizational behavior.
13. Discuss the concept of work life balance and its components.
14. Differentiate job enlargement from job enrichment.
15. Expound the stages of group formation and development.
16. Explicate the managerial grid theory of leadership.
17. Discuss in detail the factors contributing to work stress.

**PART C**

**Answer any TWO questions**

**(2X20 = 40Marks)**

18. Illustrate the motivation theories of Maslow's and McGregor.
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. Explicate the various elements of organizational culture.
21. Elucidate the methods and techniques of group decision making.

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