

LOYOLA COLLEGE (AUTONOMOUS), CHENNAI – 600 034



B.Com. DEGREE EXAMINATION – CORPORATE SECRETARYSHIP

FIFTH SEMESTER – NOVEMBER 2018

BC 5405 – ORGANISATION BEHAVIOUR

Date: 01-11-2018

Dept. No.

Max. : 100 Marks

Time: 09:00-12:00

Section A

Answer ALL the questions

(10x2=20 Marks)

1. Define organizational Behavior.
2. Define perception.
3. What is morale?
4. What is T.A?
5. Define leadership.
6. Mention a few personality traits.
7. Define job enrichment.
8. Define Motivation.
9. What do you mean by communication?
- 10 Who are introverts?

Section B

Answer any FOUR questions

(4x10=40 Marks)

11. What are the causes of absenteeism?
12. State the importance of organizational behavior.
13. Discuss Maslow's Hierarchy of motivation.
14. Explain the determinants of group cohesiveness.
15. State the important components of transactional analysis.
16. What are the elements of Communication? -Explain.
17. Explain the relationship between stress and performance.

Section C

Answer any TWO questions

(2x20=40 Marks)

18. What is functional organization? And what are its advantages and disadvantages?
19. Explain the various factors that influence individual behavior.
20. Discuss the qualities of a leader.
21. Explain the positive negative aspects of conflicts.

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