 LOYOLA COLLEGE (AUTONOMOUS), CHENNAI – 600 034

**M.Com.** DEGREE EXAMINATION - **COMMERCE**

FIRST SEMESTER – **NOVEMBER 2012**

# CO 1809 - ORGANISATIONAL BEHAVIOUR

Date : 05/11/2012 Dept. No. Max. : 100 Marks

Time : 1:00 - 4:00

SECTION – A

Answer ALL questions: (10 x 2 = 20)

1. Mention any three-forms of ‘power.’
2. What is subliminal perception?
3. Explain ‘hygiene’ factors.
4. List any three contributions of psychology in the study of Organisational Behaviour.
5. Is workplace diversity desirable in Indian Organisations?
6. Is there value in ‘Flexi-time’?
7. Identify any two utilities of the S-R theory of learning in Organizational Behaviour.
8. How can employee motivation be enhanced?
9. Explain 'Terminal' Values.
10. How does a leader handle an employee’s inability?

SECTION – B

Answer any FIVE questions: (5 x 8 = 40)

1. What are the challenges faced by individuals while forming groups? Comment using an

example.

1. Suggest modifications to the Hofstede’s Framework based on your assessment of the varying

cultural experiences in India.

1. Explain ‘Burnout’ phenomenon among employees. How can it be addressed effectively?
2. How are dysfunctional conflicts avoided by organisations?
3. How do you address the issue of 'pay and promotion' discrimination?
4. Comment on ‘groupthink.’
5. Differentiate 'power' and 'authority'.
6. What is participative management? Comment on the benefits of Participation Management.

SECTION – C

Answer any TWO questions: (2 x 20 = 40)

1. What are 'Values'? Explain the various types of values that we observe within an organisation.
2. Compare Fred Fiedler's 'contingency' model with the 'Path Goal' theory of leadership. Which of them achieve Organisational Goals better?
3. Comment on the importance of a tradeoff between, 'efficiency of the work system,' and 'motivation of employees' to improve overall performance of the organisation.

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