 LOYOLA COLLEGE (AUTONOMOUS), CHENNAI – 600 034

**M.A.** DEGREE EXAMINATION - **SOCIAL WORK**

FOURTH SEMESTER – APRIL 2011

# SW 4963 - ORGANISATIONAL BEHAVIOUR

Date : 09-04-2011 Dept. No. Max. : 100 Marks

Time : 9:00 - 12:00

**SECTION A ( 10x2=20 Marks)**

**Answer ALL the questions. Each answer should not exceed 50 words**

1. What is “Organizational Behavior”?
2. What is the meaning “Group Dynamics?
3. Differentiate between “Power” and “Authority”.
4. What is “Delegation?
5. What is meant by “Conflict Resolution”?
6. Distinguish between “Eu-stress and distress”?
7. What is meant by “Result Oriented Approach?
8. What is “wholesome Leadership’?
9. What is “Motivation”?
10. Define “Learning”?

**SECTION B (4x10=40 Marks)**

**Answer any FOUR questions. Each answer should not exceed 300 words**

1. List out and explain ‘Theories on Learning’.

12. What are the different theories of motivation? Explain any one of them in detail.

1. Describe the salient features of a good Organizational Development process
2. Define Stress. Explain the mechanism for coping with ‘Work Stress’.
3. What is organizational effectiveness and suggest measures to enhance the same.

**SECTION C (2x20=40 Marks)**

**Answer any TWO questions. Each answer should not exceed 600 words**

1. Trace out the historical evolution of the Organizational Behaviour.
2. What are the dysfunctional behaviors of employees and explain the role of behavioural scientist in addressing the behavioural problems of employees.
3. Explain the barriers to effective communication and suggest measure to overcome them.

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