 LOYOLA COLLEGE (AUTONOMOUS), CHENNAI – 600 034

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

FOURTH SEMESTER – APRIL 2012

# SW 4963 - ORGANISATIONAL BEHAVIOUR

Date : 20-04-2012 Dept. No. Max. : 100 Marks

Time : 1:00 - 4:00

**SECTION – A**

**Answer all questions. Answer to each question should not exceed 50 words: 10 x 2 = 20 Marks**

1. State any four Psychological factors influencing behaviour.
2. Define Perception
3. Mention any four factors determining Organizational Learning.
4. List out any four external factors influencing Organizational Change.
5. Write any four factors contributing to Organizational Politics.
6. List any two theories of Leadership.
7. Define Organizational Development.
8. What do you mean by Sensitivity Training?
9. List out the various determinants of Organizational Climate.
10. Mention any two remedial measures to reduce Absenteeism in an organization.

**SECTION – B**

**Answer any FOUR questions. Answer to each question should not exceed 300 words: 4 x 10 = 40 Marks**

1. Define Personality and discuss the determinants of Personality.
2. Write a short note on Transactional Analysis.
3. Bring out the different types and indicators of Power.
4. Explain the concept of various measures to improve Quality of Work Life.
5. Describe in detail the causes and consequences of Organizational Stress. Suggest suitable Stress Management Techniques

**SECTION – C**

**Answer any TWO questions. Answer should not exceed 600 words: 2 x 20 = 40 Marks**

1. Discuss the concept, determinants and theories of Personality.
2. Explain the Theories of Motivation with suitable examples.
3. Describe in detail the roles and responsibilities of a Behavioural Scientist in an organization.

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