



LOYOLA COLLEGE (AUTONOMOUS), CHENNAI – 600 034

M.A. DEGREE EXAMINATION – SOCIAL WORK

FOURTH SEMESTER – APRIL 2016

SW 4809 - ORGANISATIONAL BEHAVIOUR

(HRM)

Date: 18-04-2016
Time: 09:00-12:00

Dept. No.

Max. : 100 Marks

Section A

Answer ALL Questions. Each answer should not exceed 50 words.

(10 x 2 = 20)

1. Define personality.
2. What is organizational behavior modification?
3. Mention any two importance of team building in organizations.
4. What do you mean by sensitivity training?
5. What is organizational effectiveness?
6. Define organizational culture.
7. What do you mean by laissez faire leadership style?
8. Mention any two higher level needs according to Maslow.
9. What do you mean by quality of work life?
10. What is conflict management?

Section B

Answer any FOUR Questions. Each answer should not exceed 300 words.

(4 x 10 = 40)

11. Write a short note on relationship between morale and productivity.
12. Explain the management processes with suitable examples.
13. Write a brief note on five pillars of organizational excellence.
14. Write a short note on importance of social networking in organizational development.
15. Explain the causes and coping mechanisms of stress management.

Section C

Answer any TWO Questions. Each answer should not exceed 600 words.

(2 x 20 = 40)

16. Elaborate the historical background of organizational behavior.
17. Discuss the characteristics of organizational development and transactional analysis with suitable examples.
18. Describe the various causes and consequences of dysfunctional behaviours of employees in organization.
