# LOYOLA COLLEGE (AUTONOMOUS), CHENNAI – 600 034

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

FOURTH SEMESTER – **APRIL 2022**

**PSW 4508 – ORGANIZATIONAL BEHAVIOUR**

Date: 17-06-2022 Dept. No. Max. : 100 Marks

Time: 01:00 PM - 04:00 PM

## PART A

**Answer ALL questions. Each answer should not exceed 50 words. (10 x 2 = 20)**

1. State the meaning of Perception.
2. Specify two merits of reinforcement.
3. Mention two sources of Power.
4. Identify two merits of a reference group.
5. Name four social science disciplines that are associated with the study of Organizational Behaviour.
6. What is social networking?
7. State the meaning of employee coaching.
8. What is span of control?
9. Identify two ill – effects of alcohol dependence on the part of employees at work place.
10. Suggest two measures to control employee absenteeism.

## PART – B

**Answer any FOUR questions. Each answer should not exceed 300 words. (4 x 10 = 40)**

11. Briefly describe the Abraham Maslow's Theory of Motivation.
12. Differentiate 'Power' from 'Authority' with suitable examples.
13. Explain briefly the various styles of leadership.
14. Highlight the techniques of Organizational Development.
15. State the importance of Quality of Work Life for an organization from your field work experience.

## PART – C

**Answer any TWO questions. Each answer should not exceed 600 words. (2 x 20 = 40)**

16. Elaborate the merits and demerits of formal communication with specific reference to your field work settings.
17. Write a detailed note on the various levels of transactions under the domain of Transaction Analysis (T.A.).
18. Discuss in detail the impact of dysfunctional behaviour at workplace with specific reference to higher rate of attrition and industrial accidents.

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