



LOYOLA COLLEGE (AUTONOMOUS), CHENNAI – 600 034

B.Com. DEGREE EXAMINATION – CORPORATE SECRETARYSHIP

FIFTH SEMESTER – NOVEMBER 2015

BC 5405 - ORGANISATION BEHAVIOUR

Date : 14/11/2015
Time : 09:00-12:00

Dept. No.

Max. : 100 Marks

PART - A

Answer All the questions

10 X 2 = 20

1. Define organizational behavior.
2. What are the key elements of OB?
3. Write a short note on esteem needs.
4. Mention the characteristics of trade union.
5. Define the term Group.
6. How are group decisions made.
7. Is everyone cut-out to be a leader? Explain.
8. Define "Organization Politics".
9. What is meant by intra group conflict?
10. Explain the process of change.

PART - B

Answer any four questions

4 X 10 = 40

11. What are the factors influencing individual behavior?
12. Explain the different types of personality theories.
13. Discuss content theories of motivation with relevant examples.
14. List out the major issues in quality of work life.
15. Discuss the merits and demerits of formal and informal communication.
16. What does the study of leadership involve?
17. How is organization culture created?

PART - B

Answer any two questions

2 X 20 = 40

18. Explain the theories and determinants of learning.
19. Discuss the salient features of job enlargement and job enrichment.
20. What are the factors influencing work-stress at workplace?
21. What are the causes of conflict and explain its outcome?
