

LOYOLA COLLEGE (AUTONOMOUS), CHENNAI – 600 034

M.Com. DEGREE EXAMINATION – COMMERCE

FIRST SEMESTER – NOVEMBER 2009

CO 1809 - ORGANISATIONAL BEHAVIOUR

Date & Time: 09/11/2009 / 1:00 - 4:00 Dept. No.

--

Max. : 100 Marks

PART – A

Explain the following concepts in 10 lines each

(10 x 2 = 20 marks)

1. Selective Perception
2. Self esteem
3. Personality
4. Job rotation
5. Kinds of groups
6. Social Loafing
7. Coercive Power
8. Impression Management
9. Organizational Culture
10. Organizational development

PART – B

Answer any Five questions. Answer should not exceed 2 pages (5 x 8 – 40 marks)

11. Explain the various kinds of Stress Management Strategies.
12. Summarize the findings of the study made by Hofstede on International Behaviors.
13. What are the three major Personality Determinants?
14. Explain Optimising Model of decision making.
15. Explain Performance based compensation to motivate employees.
16. What is a Cohesive Work Group? (3 marks) Explain the factors that determine Cohesiveness.(5 marks)
17. Explain the Five bases of Power by which one can influence others.
18. Differentiate instrumental from terminal values.

PART – C

Answer any Two questions. Answers should not exceed 6 pages. (2 x 20 – 40 marks)

19. Explain the reasons for joining groups? (5 marks) How are groups formed? (5 marks)
How will you deal with inter-group conflicts? (10 marks)
20. What is Organisational culture? (5 marks) Explain how culture gets transmitted to all employees in an organization. (15 marks)
21. Briefly explain Herzberg theory of Motivation (8 marks) and link it to any motivational techniques in practice.(12 marks)
22. Explain organizational development. (5 marks) Discuss any five organizational development interventions that might empower people in organization. (15 marks)
