



LOYOLA COLLEGE (AUTONOMOUS), CHENNAI – 600 034

M.Com. DEGREE EXAMINATION – COMMERCE

THIRD SEMESTER – NOVEMBER 2014

CO 3809 - ORGANIZATIONAL BEHAVIOUR

Date : 30/10/2014
Time : 09:00-12:00

Dept. No.

Max. : 100 Marks

PART - A

Answer ALL questions:

10 x 2 = 20

1. Define Organizational behavior.
2. What is the focus of organizational behavior?
3. Define Perception.
4. What are the factors in the target of perception?
5. What do you mean by flexible benefits?
6. What is a job stress?
7. What is a group?
8. What do you mean by brainstorming?
9. Define Leadership.
10. What is Organizational Change?

PART – B

Answer any FOUR questions:

4 x 10 =40

11. “Organizational behavior is a multidisciplinary in nature”- Explain.
12. What are the biographical characteristics in relation to individual employee behavior?
13. What are the five-step problem solving models of behavior modification?
14. Explain Stress management Techniques at the workplace.
15. What are the group decision making techniques?
16. Explain the stages of group development.
17. Explain the factors that provide scope for organizational politics.

PART – C

Answer any TWO questions:

2 x 20 = 40

18. Explain Hofstede’s Findings regarding assessing culture in relation to organizational behavior.
19. Explain the Big Five Personality model with examples.
20. Describe group properties.
21. Bring out the reasons as to why conflict arises between line and staff in an organization. State the measures to resolve the same.