

LOYOLA COLLEGE (AUTONOMOUS), CHENNAI – 600 034

M.A. DEGREE EXAMINATION – SOCIAL WORK

FOURTH SEMESTER – APRIL 2010

SW 4963 - ORGANISATIONAL BEHAVIOUR

Date & Time: 20/04/2010 / 9:00 - 12:00 Dept. No.

Max. : 100 Marks

SECTION – A

Answer **ALL** the questions. Answer to each question should not exceed 50 words.

(10 x 2 = 20 Marks)

01. Define Organisational Behaviour.
02. List out the components of Attitudes.
03. What is meant by Halo Effect?
04. Define Organisational Climate.
05. What are the Improved Problem Solving Techniques?
06. What is Group Dynamics?
07. What is meant by Politics in the work place?
08. In which situation autocratic leadership style is called for?
09. What is Sensitivity Training?
10. Define Organisational Effectiveness.

SECTION – B

Answer any **FOUR** of the following questions. Answer to each question should not exceed 300 words.

(4 x 10 = 40 Marks)

11. Discuss in detail the Sheldon's Type Theory of Personality.
12. Write short notes on:
 - a) Types of Communication
 - b) Conflict resolution
13. Write short note on:
 - a) Operant Learning
 - b) Steps involved in the Modification of Behaviour
14. Distinguish between the functions of a Leader and a Manager.
15. Explain the concept of Quality of Work Life and suggest some measures to improve QWL.

SECTION – C

Answer any **TWO** of the following questions. Answer to each question should not exceed 600 words.

(2 x 20 = 40 Marks)

16. Compare and contrast the theories of Motivation.
17. Write an account of Change Management.
18. Elaborate on the Organizational Development Process.
