



LOYOLA COLLEGE (AUTONOMOUS), CHENNAI – 600 034

M.A. DEGREE EXAMINATION - SOCIAL WORK

FOURTH SEMESTER – APRIL 2013

SW 4963 - ORGANISATIONAL BEHAVIOUR

Date : 30/04/2013
Time : 1:00 - 4:00

Dept. No.

Max. : 100 Marks

SECTION – A

Answer all questions. Answer to each question should not exceed 50 words.

10 x 2 = 20

1. State the four models of Organizational Behaviour
2. List out the any four factors influencing the formation of Attitude.
3. What do you mean by Organisational Learning?
4. Mention any four external factors influencing Organizational Change.
5. State any four benefits of Organizational Excellence.
6. Differentiate Power from Authority.
7. Write any two objectives of Organizational Development.
8. What do you mean by Transactional Analysis?
9. List out any four Organisational factors responsible for Absenteeism.
10. Mention any two roles of Behavioural scientist in an Organisation.

SECTION – B

Answer any FOUR questions. Answer to each question should not exceed 300 words. 4 x 10 = 40

11. Discuss the need and importance of Creativity.
12. Describe any three theories of Motivation.
13. Explain the types of Groups with suitable examples.
14. Define Quality of Work Life and discuss the factors responsible for the growing importance of Quality of Work Life.
15. Elucidate the steps to improve Job Satisfaction in an Organisation.

SECTION – C

Answer any TWO questions. Answer should not exceed 600 words.

2 x 20 = 40

16. Define Personality. Discuss the determinants and theories of Personality.
17. Describe in detail the different Techniques of Organizational Development.
18. Explain the causes of Organisational Stress. Suggest suitable measures to overcome it.
