



**LOYOLA COLLEGE (AUTONOMOUS), CHENNAI – 600 034**

**M.A. DEGREE EXAMINATION – SOCIAL WORK**

**FOURTH SEMESTER – APRIL 2014**

**SW 4809 - ORGANISATIONAL BEHAVIOUR (HRM)**

Date : 29/03/2014  
Time : 01:00-04:00

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 meaning of Organisational Behaviour.
2. What is meant by 'Organisational culture'?
3. Name the core needs as classified by Alderfer.
4. Differentiate 'morale' from 'motivation'.
5. Define 'Perception'.
6. What do you mean by 'Quality of Work Life'?
7. What is a 'task group'?
8. Expand 'TA' and 'EI'
9. What is meant by 'Industrial Mental Health'?
10. State the meaning of 'Attitude' and 'Self Esteem'.

**SECTION – B**

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

**4 x 10 = 40**

11. "Hawthorne studies make an important historical contribution to the study of Organizational Behavior ". Comment.
12. Briefly explain the components of 'Management Process'.
13. Bring out the difference between 'team' and 'group', and explain the significance of Team Building in an Organization.
14. State the characteristics of 'Organisation Development' and explain any one technique of OD in detail.
15. Discuss any two theories of Leadership with suitable examples.

**SECTION – C**

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

**2 x 20 = 40**

16. Critically analyse the Herzberg's Two-factor theory of Motivation.
17. Discuss the determinants of Personality with suitable examples.
18. Elaborate the role of Behavioural Scientists in dealing with different types of dysfunctional behavior of employees in an Organisation.

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