

LOYOLA COLLEGE (AUTONOMOUS), CHENNAI – 600 034



M.Com. DEGREE EXAMINATION – COMMERCE

FOURTH SEMESTER – APRIL 2023

PCO 4502 – ORGANIZATIONAL BEHAVIOUR

Date: 03-05-2023

Dept. No.

Max. : 100 Marks

Time: 09:00 AM - 12:00 NOON

Section: A

Answer All Questions:

10 x 2 = 20

- 1) What is the need for studying Organizational Behaviour?
- 2) What is Learning?
- 3) Distinguish between Terminal Values and Instrumental Values.
- 4) What are the main components of attitudes?
- 5) Write a short note on "Job Enrichment".
- 6) What do you mean by planned change?
- 7) Write a short note on Deviant workplace Behaviour.
- 8) What is Group Cohesiveness?
- 9) Distinguish between Power and Authority.
- 10) Define "Organizational Development".

Section – B

Answer any Four questions:

4 x 10 = 40

- 11) Describe how Organizational Behaviour is an inter-disciplinary subject?
- 12) Explain the major job attitudes by bringing out their similarities and uniqueness.
- 13) Explain the four dimensions of the Myers-Briggs Type Indicator (MBTI) and, How can the MBTI be used effectively?
- 14) What is the job characteristics model? How does it motivate employees?
- 15) What are the styles of conflict management? Discuss.
- 16) Explain Kotter's Eight -Step Plan for implementing Change.
- 17) Discuss the features of a learning organization.

Section – C

Answer any Two questions:

2 x 20 =40

- 18) What are the challenges and opportunities for the managers in using OB concepts?
- 19) Explain the following:
 - a) The Fiedler Model
 - b) Transformational Leadership
 - b) Authentic Leadership
 - c) Charismatic Leadership
- 20) Discuss the Group Properties
- 21) "Creation of organizational culture is long term process". Explain the process involved in creating organizational culture.

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