



LOYOLA COLLEGE (AUTONOMOUS), CHENNAI – 600 034

B.Com. DEGREE EXAMINATION – CORPORATE SECRETARYSHIP

FIFTH SEMESTER – NOVEMBER 2016

BC 5405 – ORGANISATION BEHAVIOUR

Date: 11-11-2016

Dept. No.

Max. : 100 Marks

Time: 09:00-12:00

PART - A

Answer All the questions

10 X 2 = 20 Marks

1. Define perception.
2. What are the key elements of values?
3. What are social needs?
4. What do you mean by primary motivation?
5. Define group dynamics .
6. What do you mean by Group composition?
7. How do you define leadership?
8. Define “Organization Politics”.
9. What is meant by inter group conflict?
10. Give any two merits of organizational climate.

PART – B

Answer any four questions

4 X 10 = 40 Marks

11. Explain the limitations of organizational behavior.
12. Explain the various sources of learning and explain each source.
13. Discuss any two contemporary theories of motivation with relevant examples.
14. Explain the various characteristics of group behaviour.
15. Discuss the merits and demerits of formal and informal communication.
16. Explain different types of power.
17. Explain the causes and outcome of conflict.

PART - B

Answer any two questions

2 X 20 = 40 Marks

18. Explain the theories and determinants of learning.
19. Discuss Maslows hierarchy need theory.
20. Briefly explain the impacts of stress?
21. Explain how organizational culture is created.
