

LOYOLA COLLEGE (AUTONOMOUS), CHENNAI – 600 034

M.Com. DEGREE EXAMINATION – COMMERCE

FIRST SEMESTER – APRIL 2010

CO 1809 - ORGANISATIONAL BEHAVIOUR

Date & Time: 29/04/2010 / 1:00 - 4:00

Dept. No.

Max. : 100 Marks

PART –A

Explain the following concepts in 10 lines each

(10 x 2 = 20 marks)

1. Locus of control
2. Perception
3. Ability – Job fit
4. Continuous reinforcement
5. A-B relationship
6. Job enrichment
7. Role conflict
8. Delphi techniques of group decision meeting
9. Group think
10. Sources of Power

PART – B

Answer any Five questions. Answer should not exceed 2 pages (5 x 8 – 40 marks)

11. Explain Major Personality attributes influencing organizational behaviour.
12. Explain Satisfying Model of decision making
13. What are Flexible benefits that will motivate employees?
14. How will you deal with inter group conflict?
15. How does a Manager create and sustain the desired organizational culture.
16. Explain Legitimate and illegitimate political behavior in organization.
17. Explain Merits and Demerits of group decision
18. What is Lewins three step model of change?

PART – C

Answer any Two questions. Answers should not exceed 6 pages (2 x 20 – 40 marks)

19. Discuss the Individual and organization resistance to change. (10 marks)
Briefly explain five tactics in dealing with resistances. (10 marks)
20. What is Organizational conflict? (5 marks) Explain five conflict management techniques (15 marks)
21. What is work stress? (5 marks) How does it affect an individual's performance? (5 marks) What kind of personal and organizational strategies would you use to overcome stress? (10 marks)
22. What are the benefits of study of organizational behavior for a manager? (8 marks)
List some techniques of behavior modification that result in improved job satisfaction and performance. (12 marks)
