

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



**M.Com.DEGREE EXAMINATION –COMMERCE**

**THIRD SEMESTER – APRIL 2019**

**CO 3809– ORGANIZATIONAL BEHAVIOUR**

Date: 02-04-2019

Dept. No.

Max. : 100 Marks

Time: 09:00-12:00

**Section: A**

**Answer All Questions:**

**(10 x 2 = 20)**

- 1) Define Organizational Behaviour.
- 2) Mention the personality factors that influence the behaviour of an individual.
- 3) What is self-esteem?
- 4) Write a short note on "Halo Effect".
- 5) What is achievement motivation?
- 6) Distinguish between Attitude and Perception.
- 7) State four consequences of stress.
- 8) Define "Job Satisfaction".
- 9) Why do we form groups?
- 10) What is a learning organization?

**Section – B**

**Answer any Four questions:**

**(4 x 10 = 40)**

- 11) Explain the contributing disciplines to Organizational Behaviour.
- 12) What is personality? What are the major determinants?
- 13) Define Motivation and Explain the Job Characteristics Theory of Motivation.
- 14) Analyze the pros and cons of alternative approaches to the management of conflicts in an organization.
- 15) What do you mean by group? Discuss the stages of group formation.
- 16) Discuss the transactional and transformational leadership styles.
- 17) Discuss the features of a learning organization.

**Section – C**

**Answer any Two questions:**

**(2 x 20 =40)**

- 18) Discuss the challenges and opportunities of Organizational Behaviour?
- 19) What is perception? Explain the perceptual process.
- 20) Explain the various sources of stress in organizations. Also explain the strategies to overcome the stress.
- 21) Discuss the concept of organizational change and development. What is the role of change agents in bringing about a change?

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