

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



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

**FOURTH SEMESTER – APRIL 2023**

**16/17/18PSW4MC05 – ORGANIZATIONAL BEHAVIOUR**

Date: 10-05-2023

Dept. No.

Max. : 100 Marks

Time: 01:00 PM - 04:00 PM

**SECTION – A**

**Answer ALL questions. Answer to each question should not exceed 50 words.**

**All questions carry equal marks.**

**10 x 2 = 20 Marks**

1. State the contributions of Hawthorne studies in the field of Organization Behavior.
2. Write the meaning of Emotional Intelligence.
3. List out any two advantages of Group Dynamics.
4. Mention any two theories of Motivation.
5. Write any two methods for conflict resolution.
6. Specify the forces of change in organizational change.
7. State the concept of Organizational Culture.
8. Write any four strategies to overcome Job Stress.
9. List out any two dysfunctional behaviors in organizations.
10. Mention the role of a Behavioral Scientist in the industry

**SECTION – B**

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

**All questions carry equal marks.**

**4 x 10 = 40 Marks**

11. Bring out the dimensions of Organization Behavior.
12. Narrate the factors influencing Attitude.
13. Illustrate the concept of Perception and discuss the features.
14. Narrate the types of groups and decision making in group dynamics.
15. Outline the causes, and types of Organizational conflict.
16. Write a short note on Organizational Dynamics.

**SECTION – C**

**Answer any TWO questions. Answer to each question should not exceed 600 words.**

**All questions carry equal marks.**

**2 x 20 = 40 Marks**

17. Discuss the Conceptual Framework of Organization Behavior, including approaches, scope, models, and contributory behavioral science disciplines.
18. Elaborate on the concept, features, types and advantages of Communication.
19. Write an essay on measures to improve Quality of Work Life.
20. Describe in detail the concept of Organizational Development, including the emerging approaches, foundations, techniques.

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