



LOYOLA COLLEGE (AUTONOMOUS), CHENNAI – 600 034

B.A. DEGREE EXAMINATION – SOCIOLOGY

SIXTH SEMESTER – APRIL 2022

16USO6MS03 – ORGANIZATIONAL BEHAVIOR

Date: 22-06-2022

Dept. No.

Max. : 100 Marks

Time: 01:00 PM - 04:00 PM

PART – A

(10 x 2 = 20 Marks)

Q. No

Answer ALL questions in 30 words each.

- 1 Define organizational behavior.
- 2 State any two behavioral sciences that contribute to the study of OB.
- 3 Mention any two examples of surface level diversity.
- 4 Define emotional intelligence.
- 5 What is formal group?
- 6 Define reference group.
- 7 What is social loafing?
- 8 Give any two examples of strong culture.
- 9 What is groupthink?
- 10 Define departmentalization.

PART – B

(5 x 8 = 40 Marks)

Answer any FIVE questions in 300 words each

- 11 Why are interpersonal skills important in the workplace?
- 12 Can you think of any industries struggling with a lack of diversity? How can diversity training be tailored to these industries?
- 13 Summarize the main causes of job satisfaction.
- 14 Is employer – employee loyalty an outdated concept? Argue with examples.
- 15 Differentiate between in-group and out-group.
- 16 Explain the group decision making techniques.
- 17 How is organizational culture transmitted to employees?

PART – C

(2 x 20 = 40 Marks)

Answer any TWO questions in 1200 words each

- 18 Examine managers' challenges and opportunities in applying OB concepts.
- 19 Demonstrate how workplace discrimination undermines organizational effectiveness.
- 20 Compare the functional and dysfunctional effects of organizational culture on people and the organization.
- 21 Examine the potential environmental, organizational, and personal sources of stress at work.
