



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

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

**FOURTH SEMESTER – APRIL 2022**

**PCO 4502 – ORGANIZATIONAL BEHAVIOUR**

Date: 17-06-2022

Dept. No.

Max. : 100 Marks

Time: 01:00 PM - 04:00 PM

**Section – A**

**Answer All Questions:**

**(10 x 2 = 20)**

- 1) Define Organizational Behaviour.
- 2) State Mintzberg's Managerial Roles.
- 3) What do understand by Cognitive Dissonance?
- 4) Write a short note on Components of Attitude.
- 5) What are Terminal and Instrumental values?
- 6) Why do we form groups?
- 7) What is Role Conflict?
- 8) State any four tactics of Impression Management.
- 9) What are the major types of Planned Change?
- 10) Write a short note on Quality of Work Life.

**Section – B**

**Answer Any Four Questions Only:**

**(4 x 10 = 40)**

- 11) What are the challenges and opportunities for managers in using Organisational Behaviour concepts?
- 12) Define Perception. Discuss the process involved in perception.
- 13) Explain the key traits in the Big Five Personality Model.
- 14) Discuss the significance of the various types of Job Attitudes.
- 15) What is Attribution Theory? What are its implications for explaining the Organisational Behaviour?
- 16) Discuss the styles of Conflict Management.
- 17) How does the Job Characteristics Model motivate employees?

**Section – C**

**Answer Any Two Questions Only:**

**(2 x 20 = 40)**

- 18) Explain how the various properties of group influence an individual's behaviour.
- 19) Discuss the most often identified power influence tactics and their contingencies.
- 20) Infer Hofstede's Findings regarding assessing culture in relation to Organizational Behaviour
- 21) "Resistance to change is a normal part of the process change" – Comment. What techniques would you use in overcoming such resistance?

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