

LOYOLA COLLEGE (AUTONOMOUS), CHENNAI – 600 034



M.A. DEGREE EXAMINATION – SOCIAL WORK

FOURTH SEMESTER – APRIL 2023

PSW 4508 – ORGANIZATIONAL BEHAVIOUR

Date: 03-05-2023

Dept. No.

Max. : 100 Marks

Time: 09:00 AM - 12:00 NOON

PART A

ANSWER ALL QUESTIONS IN NOT EXCEEDING 50 WORDS

(10 X 2 = 20)

1. Define Organizational Behaviour.
2. Mention any two contributing disciplines to Organizational Behaviour.
3. List any two techniques for promoting positive morale at the workplace.
4. Mention any two factors that impact employee Perception.
5. Define Leadership.
6. What is meant by Quality of Work-Life?
7. Mention the causes of Organizational Conflict.
8. Define Organizational Culture.
9. What is meant by Employee Coaching?
10. Mention the advantages of Employee Counselling.

PART B

ANSWER ANY FOUR QUESTIONS IN NOT EXCEEDING 300 WORDS

(4 X 10 = 40)

11. Discuss the Models of Organizational Behaviour with suitable examples.
12. Explain the Transactional Analysis and its applicability in the Organization.
13. Describe the various styles of Leadership with suitable illustrations.
14. “Organizational Culture plays a key role in Employee Performance”-Justify.
15. Highlight the causes and consequences of Organizational Stress and Burnout.

PART C

ANSWER ANY TWO QUESTIONS IN NOT EXCEEDING 600 WORDS

(2 X 20 = 40)

16. Trace the historical background of Organizational Behaviour.
17. Discuss the theories of Motivation by highlighting their importance in Employee Retention.
18. Elaborate on the organizational Development Interventions with suitable illustrations.

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