LOYOLA COLLEGE (AUTONOMOUS), CHENNAI – 600 034

**M.Com.** DEGREE EXAMINATION - **COMMERCE**

FIRST SEMESTER – NOVEMBER 2010

# CO 1809 - ORGANISATIONAL BEHAVIOUR

Date : 03-11-10 Dept. No. Max. : 100 Marks

Time : 1:00 - 4:00

**Section A: ANSWER ALL QUESTIONS 2 X 10 = 20 MARKS**

1. Define 'ability'.
2. What is 'Extraversion'?
3. Mention any one example of a terminal value.
4. What is TQM?
5. Mention two steps involved in any conflict resolution.
6. Explain any one example of an effective reward system.
7. What was William Ouchi's proposed intergrative model of Organisational Behaviour called?
8. Explain 'hygiene' factors in the context of Herzberg’s theory?
9. What is the utility of MBTI?
10. Identify any two ways to enhance employee motivation?

**Section-B: ANSWER ANY FIVE QUESTIONS 5 X 8 = 40 MARKS**

1. Comment on the Four functions of Conciousness in the context of understanding a 'Personality Type'.
2. Comment on Effective Group Decision making Skills.
3. Comment on the importance of a 'trade-off between 'efficiency of the work system' and 'motivation of employees' to improve overall performance of the organisation'.
4. Explain the contribution of psychology in the study of Organisational Behaviour.
5. Comment on the categories of workplace diversity with specific reference to Chennai based industries.
6. How do you address the issue of 'pay and promotion' discrimination?
7. Differentiate 'power' and 'authority'.
8. What are 'Values'? Explain the various types of values that we observe within an organisation.

**SECTION C: ANSWER ANY TWO QUESTIONS 2 X 20 = 40 MARKS**

1. What is participative management? What are the processes that are necessary to influence participation? Comment on the benefits of Participative management.
2. Comment on 'individual differences' in modern organisations. Explain how this diversity is addressed by MNC's.
3. Compare Fred Fiedler's 'contingency' model with the 'Path Goal' theory of leadership. Which of them achieve Organisational Goals better?

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