



LOYOLA COLLEGE (AUTONOMOUS), CHENNAI – 600 034

M.A. DEGREE EXAMINATION – SOCIAL WORK

FOURTH SEMESTER – APRIL 2015

SW 4809 - ORGANISATIONAL BEHAVIOUR

(HRM)

Date : 17/04/2015
Time : 09:00-12:00

Dept. No.

Max. : 100 Marks

SECTION A

Answer ALL questions. Each answer should not exceed 50 words. (10 x 2 = 20)

1. What is the significance of studying Organizational Behaviour?
2. Mention any four positive organizational cultures.
3. What are the managerial functions?
4. What are the three basic skill requirements for managers?
5. What is multiculturalism?
6. Specify two indicators of Organizational Excellence.
7. Expand the following: (a) T.A. and (b) O.D.
8. Give the meaning of Emotional Intelligence.
9. What do you understand by the term 'Monotony'?
10. State two differences between 'Power' and 'Politics'.

SECTION – B

Answer any FOUR questions. Each answer should not exceed 300 words.

(4 x 10 = 40)

11. What are the characteristics of a high performance organization?
12. What are the "Big Five" personality dimensions?
13. What are common perceptual distortions?
14. Write a note on the following:
 - (a) Industrial Mental Health and
 - (b) Types of Mental Illnesses
15. Briefly describe the various leadership styles.

SECTION – C

Answer any TWO questions. Each answer should not exceed 600 words

(2 x 20 = 40)

16. Discuss the relevance of motivational theories in the work context of business organization
17. Discuss in detail the various steps involved in the process of Organizational Development.
18. Give an account on effective measures to control dysfunctional behaviour in the industries with suitable examples.
