

**STELLA MARIS COLLEGE (AUTONOMOUS) CHENNAI – 600 086.
(For candidates admitted during the academic year 2019 – 2020 and thereafter)**

SUBJECT CODE: 19CM/PC/OB14

**M.Com. DEGREE EXAMINATION NOVEMBER 2022
COMMERCE
FIRST SEMESTER**

**COURSE : MAJOR CORE
PAPER : ORGANISATIONAL THEORY AND BEHAVIOUR
TIME : 3 HOURS MAX. MARKS: 100**

SECTION – A

ANSWER ANY SIX QUESTIONS: (6 x 10 = 60)

1. Explain the Determinants of Organisational Behaviour.
2. Describe the major Personality Attributes influencing Organisational Behaviour.
3. Discuss the Theories of Learning.
4. Explain the Stages of Group Development.
5. Explain the Concept and Determinants of Organizational Culture
6. Elaborate on the Models of Organisational Behaviour.
7. What is Perception? What factors influence Perception?
8. State and describe the main Ingredients of Effective Team.

SECTION – B

ANSWER ANY TWO QUESTIONS: (2 x 20 = 40)

9. What is meant by Individual Behavior? Discuss the Factors Influencing the Individual Behaviour.
10. Briefly explain the following Motivation Theories:
 - a) Maslow's Need Hierarchy Theory
 - b) Herzberg's Two Factor Theory.
11. Define Stress. Describe the Causes and Consequences of Stress and suggest the Ways of Managing the Stress.
12. What is Organisational Conflict? Discuss the Process of Conflict and the Management of Conflict.
