

STELLA MARIS COLLEGE (AUTONOMOUS) CHENNAI – 600 086.
(For candidates admitted during the academic year 2011 – 2012 & thereafter)

SUBJECT CODE: 11CM/PC/OB14

M.Com. DEGREE EXAMINATION NOVEMBER 2012
COMMERCE
FIRST SEMESTER

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

SECTION – A

I. ANSWER ANY FIVE QUESTIONS: (5 x 8 = 40)

1. What are the environmental factors that affect individual behaviour?
2. What is an attitude? What are the key work related attitudes?
3. What is the influence of organisation structure on individual behaviour?
4. What is Organisation Culture? How do you maintain culture in an organisation?
5. Explain the process of conflict management.
6. What are the factors that influence the perception of an individual?
7. What are the barriers to effective communication in an organisation?
8. Discuss briefly the different techniques of Organisational Development.

SECTION – B

II. ANSWER ANY THREE QUESTIONS: (3 x 20 = 60)

9. Define Organisational Behaviour. What are the major challenges and opportunities that managers face today when dealing with their employees?
10. What is personality? What are the attributes of personality that influence individual behaviour?
11. What is stress? What are the causes and consequences of stress? How do you manage stress?
12. What is Organisational change? Why is there resistance to change? What measures can you take to overcome resistance to change?
13. Define team building. Discuss the process of implementing teams in organizations.
