

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 2013
COMMERCE
FIRST SEMESTER

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

SECTION – A

I. ANSWER ANY FIVE QUESTIONS IN ABOUT 500 WORDS: (5 x 8 = 40)

1. What are the major challenges and opportunities that face managers in organizations today?
2. Explain the factors that determine individual behavior.
3. Explain the personality attributes that influence behavior in the work place.
4. What is the importance of an organizational structure in studying individual behavior?
5. What are the ways by which conflicts can be managed in the work place?
6. What is a group? Explain the different kinds of groups.
7. How can culture be sustained in organizations?
8. What is Organizational development? Explain the process of organizational development in organizations.

SECTION – B

II. ANSWER ANY THREE QUESTIONS IN ABOUT 1200 WORDS: (3 x 20 = 60)

9. Define Organizational Behavior. Explain in detail the different models that define organizational behavior.
10. What are attitudes? What are the key work related attitudes? Explain the theories of attitude formation.
11. Explain the nature of stress. What are the causes and consequences of stress? How do you manage stress in the workplace?
12. What are Teams? How do you create effective teams?
13. What do you understand by the term Organizational change? What are the barriers to change in organizations? How do you overcome these barriers?
