

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

SUBJECT CODE: 11CM/PC/OB14

M.Com. DEGREE EXAMINATION NOVEMBER 2011
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. Explain the major challenges and opportunities that managers face in today's business world.
2. Explain the role of biographical characteristics in influencing Employee performance.
3. What are the factors that determine perception of any object or situation by an individual?
4. What is an Organizational Structure? What are the key elements of an Organizational structure?
5. What is Organizational Culture? How do employees learn culture?
6. Explain the process of negotiation in conflict management.
7. Explain the various stages in the group development model.
8. What are some of the OD interventions that can bring about change in organizations?

SECTION – B

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

9. What is an attitude? What are the components of an attitude? Explain in detail the theories of attitude formation.
10. What are the determinants of Personality? Explain the major personality attributes that influence organizational behavior.
11. What is Stress? What are the potential sources of stress? How do you manage stress in the workplace?
12. Explain how effective teams can be created in the work place. What are the factors that have to be considered in creating teams?
13. Explain the reasons why there is resistance to change in organizations. What tactics can be used to deal with resistance to change?
