

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 2014
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 faced by managers today in business organisations?
2. What is perception? What are the factors that influence the perception of an individual?
3. How do you create and sustain culture in the workplace?
4. Explain the process of conflict management.
5. Explain the process of Organisational Development.
6. What is a group? Describe the different types of groups that exist in an organisation.
7. What is the influence of organizational structure on individual behaviour?
8. What is the role of effective communication in groups?

SECTION – B

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

9. What is Personality? What are the attributes that influence the personality of an individual?
10. What is an attitude? How are attitudes formed? Explain some key work related attitudes.
11. What is Stress? What are the causes and consequences of stress? How do you manage stress in the workplace?
12. What is a Team? What are the ingredients of an effective team?
13. What is organisational change? What are the sources of resistance to change? How do you overcome resistance to change?
