

STELLA MARIS COLLEGE (AUTONOMOUS) CHENNAI – 600 086.
(For candidates admitted during the academic year 2009 – 2010 & thereafter)

SUBJECT CODE: CM/PC/OB14

M.Com. DEGREE EXAMINATION NOVEMBER 2010
COMMERCE
FIRST SEMESTER

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

SECTION – A

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

1. Explain the nature of organizational behavior.
2. What are the organizational and psychological factors that influence an individual's Ability?
3. What are the components of attitude and how are attitudes formed?
4. What role does intuition play in effective decision making?
5. Explain the impact of effective communication on group behaviour.
6. Discuss the significance of organisational change.
7. What are the requisites of a sound organizational structure?
8. Explain the process of conflict.

SECTION – B

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

9. What are the consequences of stress? Suggest suitable measures to manage stress.
10. What are the characteristics of organizational culture? What are your suggestions to sustain the organizational culture?
11. List and describe the process variables associated with effective team performance.
12. Explain the personality traits that influence human behavior.
13. Discuss the role of a human resource manager of an organization which employs people from a multi-cultural society.

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