

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

SUBJECT CODE: CM/PC/OB14

M.Com. DEGREE EXAMINATION NOVEMBER 2009
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 objectives of organizational behaviour.
- 2) What are the organizational and psychological factors that influence an individual's ability?
- 3) What are the elements of attitude?
- 4) What is intuition? Explain its role in effective decision-making?
- 5) What are the ingredients of an effective team.
- 6) What are the requisites of a sound organizational structure?
- 7) When will culture be a burden to an organization?
- 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 organizational structure?
- 11) Explain the personality traits that influence human behaviour.
- 12) Explain the process of perception.
- 13) Discuss the role of a human resource manager of an organization with multi-cultural employees.

XXXXXXXXXX