

**STELLA MARIS COLLEGE (AUTONOMOUS) CHENNAI – 600 086.**  
**(For candidates admitted during the academic year 2012-2013 and thereafter)**

**SUBJECT CODE : 11CM/MC/OB54**

**B.Com. DEGREE EXAMINATION NOVEMBER 2015**  
**COMMERCE**  
**FIFTH SEMESTER**

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

**SECTION – A**

**Answer ALL questions: (10x2 = 20 Marks)**

1. Define Organisational Behaviour.
2. What are the contributing disciplines of organisational behaviour?
3. What are the environmental factors that affect individual behaviour?
4. What are the determinants of personality?
5. List a few work related attitudes.
6. What do you understand by the term reinforcement?
7. What do you mean by the term Group Dynamics?
8. Differentiate formal and informal organisations.
9. Mention the different levels of conflicts.
10. What is Group Cohesiveness?

**SECTION - B**

**Answer any FIVE questions: (5× 8=40 Marks)**

11. What is the need and importance of studying organisational behaviour?
12. Explain the challenges faced by organisations in managing diversity in the work place.
13. What is an attitude? How are attitudes formed?
14. What is Organisational Culture? How do you sustain culture in an organisation?
15. What are the ingredients of an effective team?
16. What is the impact of organisational culture on organisational effectiveness?
17. How does the organisational structure influence individual behaviour?

**SECTION – C**

**Answer any TWO questions (2× 20=40 Marks)**

18. Define Personality. Explain the personality traits that help understand behaviour in the workplace.
19. Define Perception? Explain the factors that influence perception.
20. What is behaviour modification? Explain the process of behaviour modification
21. What is Stress? What are the causes and consequences of stress? How do you manage stress in the workplace?

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