

**(FOR THE CANDIDATES ADMITTED
DURING THE ACADEMIC YEAR 2020 ONLY)**

20PSW4A5

REG.NO. :

N.G.M.COLLEGE (AUTONOMOUS): POLLACHI

END-OF-SEMESTER EXAMINATIONS: JULY- 2022

MASTER OF SOCIAL WORK

MAXIMUM MARKS: 70

SEMESTER: IV

TIME: 3 HOURS

**PART - III
ORGANIZATIONAL BEHAVIOUR**

SECTION - A (10 X 1 = 10 MARKS)

ANSWER THE FOLLOWING QUESTIONS.

MULTIPLE CHOICE QUESTIONS.

(K1)

1. Which was a real beginning of applied research in OB “Hawthrone experiment” that what was conducted by?
a) Elton Mayo b) Henry Fayol c) F.W. Taylor d) Max Weber
2. Which of the following is / are method of managing stress?
a) Behaviour b) Career counseling c) Education d) Organization
3. Who proposed “bureaucratic structure” which is suitable for all organizations?
a) Elton Mayo b) Henry Fayol c) F.W. Taylor d) Max Weber
4. Who propounded the theory of human motivation?
a) Alderfer b) F. Herzberg c) Maslow d) Mc Gregor
5. Which of the following is/are OD intervention techniques?
a) Leadership b) Motivation c) Drive d) Sensitivity training

ANSWER THE FOLLOWING IN ONE (OR) TWO SENTENCES. (K2)

6. Define organization behaviour.
7. Define of group dynamics.
8. Interpret the delegation of authority.
9. Define motivation.
10. What is the organizational change?

SECTION – B (5 X 4 = 20 MARKS)

ANSWER EITHER (a) OR (b) IN EACH OF THE FOLLOWING QUESTIONS. (K3)

11. a) Examine the theories of organization.
(OR)
b) Describe the methods of organizational behaviour.

(CONTD.....2)

12.a) Assess the personality and its ennagram types.
(OR)
b) Find out the causes and effects of stress.

13.a) Discover the differences between centralization and decentralization.
(OR)
b) List out the bureaucratic form of organization.

14.a) Examine the Characteristics of Quality of Work Life.
(OR)
b) Describe the types and theories of leadership.

15.a) Sketch the methods of organization development.
(OR)
b) Interpret the approaches and intervention of organization development.

SECTION - C**(4 X 10 = 40 MARKS)****ANSWER ANY FOUR OUT OF SIX QUESTIONS****(16th QUESTION IS COMPULSORY AND ANSWER ANY THREE QUESTIONS
(FROM Qn. No : 17 to 21)**

16. Analyze the models of organizational behaviour. **(K4)**

17. Discuss the importance of Hawthorne studies in organizational behaviour. **(K5)**

18. Classify the theories of group formation and group dynamic. **(K4)**

19. Justify the remedies and evils of bureaucratic structure. **(K5)**

20. Examine the concept and process of communication. **(K4)**

21. Summarize the organizational effectiveness and why is it important for organizations? **(K5)**
