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(FOR THE CANDIDATES ADMITTED
DURING THE ACADEMIC YEAR 2022 ONLY)

SUB CODE **22PSW4A5**

REG.NO. :

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

END-OF-SEMESTER EXAMINATIONS : MAY-2024

MSW

MAXIMUM MARKS: 50

SEMESTER:IV

TIME : 3 HOURS

ORGANISATIONAL BEHAVIOUR

SECTION – A

(10 X 1 = 10 MARKS)

ANSWER THE FOLLOWING QUESTIONS.(K1)

1. The basis of supportive model of organizational behaviour is _____.
a) Power b) Economic resources c) Leadership d) Partnership
2. Which one of the following is the oldest form of organizational structure?
a) Line structure b) Staff structure
c) Functional structure d) Project structure
3. The process of dividing the work of the organization into various units is known as _____.
a) Decentralisation b) Departmentation
c) Delegation of authority d) Centralization
4. _____ leadership theory is also called as Great-man theory.
a) Charismatic b) Trait c) Behavioural d) Situational
5. Creation of organizational culture is
a) Immediate possibility b) Short-term goal
c) Mid-term goal d) Long-term goal

ANSWER THE FOLLOWING IN ONE (OR) TWO SENTENCES

(K2)

6. Identify the need to study organizational behaviour.
7. Write any two differences between formal and informal behaviour.
8. Express the term bureaucracy.
9. Identify the five stages of Maslow Need Hierarchy theory.
10. Cite any four OD intervention techniques.

SECTION – B

(5 X 3 = 15 MARKS)

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

11. a) Demonstrate the objectives of organizational behaviour.

(OR)

- b) Sketch out the theories of organization.

12. a) Examine the effects of stress.

(OR)

- b) Explain the usefulness of Johari window.

(CONTD 2)

13. a) Interpret the concept of span of management.

(OR)

- b) Manipulate the evils of bureaucratic structure.

14. a) Determine the factors influencing work-life balance.

(OR)

- b) Prepare the necessary leadership skills for effective leadership.

15. a) Employ the process of organization development.

(OR)

- b) Effective team building can improve organizational effectiveness - Report.

SECTION – C

(5 X 5 = 25 MARKS)

ANSWER EITHER (a) OR (b) IN EACH OF THE FOLLOWING QUESTIONS.(K4/K5)

16. a) Discriminate the models of organizational behaviour.

(OR)

- b) Criticize the contributions of Hawthorne studies to the field of organizational behaviour.

17. a) Evaluate transactional analysis in understanding interpersonal relationship.

(OR)

- b) Conclude on the personality type of Enneagram.

18. a) Summarize the helping factors to make delegation of authority more effective.

(OR)

- b) Decentralization is essential for the growth of an organization - Justify.

19. a) Consider the measures to enhance effective communication in organization.

(OR)

- b) Assess the measures to enhance quality of work-life

20. a) Illustrate the benefits of management by objectives.

(OR)

- b) Breakdown the techniques to bring organizational change.

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