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**(FOR THE CANDIDATES ADMITTED**

**23PSW4A5**

**DURING THE ACADEMIC YEAR 2023 ONLY)**

**REG.NO. :**

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

**END-OF-SEMESTER EXAMINATIONS : MAY 2025**

**MSW**

**MAXIMUM MARKS: 75**

**SEMESTER : IV**

**TIME : 3 HOURS**

**PART - III**

**23PSW4A5 – ORGANIZATIONAL BEHAVIOUR**

**SECTION – A**

**(10 X 1 = 10 MARKS)**

**ANSWER THE FOLLOWING QUESTIONS.**

**(K1)**

1. \_\_\_\_\_ is the study of how people interact within groups and its principles are used to make businesses operate more effectively.

a. Behaviour      b. Psychology      c. Sociology      d. Organizational behaviour

2. Eustress means \_\_\_\_\_.

a. Distress      b. Positive stress      c. Agony      d. Negative stress

3. The process of dividing an organization into departments or functions to achieve specific goals is related to \_\_\_\_\_.

a. Organizational behaviour    b. Centralization    c. Organizational design    d. Departmentation

4. Drive that pushes employees to perform their tasks and achieve organizational goals is named as \_\_\_\_\_.

a. Motivation      b. Inspiration      c. Desire      d. Need

5. Changes to the structure, culture, strategy and processes of an individual job through to an entire organization are the characteristics of \_\_\_\_\_.

a. Organizational change      b. Organizational structure

c. Organizational development      d. Organizational behaviour

**ANSWER THE FOLLOWING IN ONE (OR) TWO SENTENCES**

**(K2)**

6. Name any two models of organizational behaviour.

7. What is personality?

8. Spell any two evils of bureaucratic structure.

9. What is communication?

10. Explain team building.

**SECTION – B**

**(5 X 5 = 25 MARKS)**

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

11. a) Describe the objectives of organizational behaviour.

**(OR)**

b) Find the best model suited for present day organizations with suitable examples.

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12. a) Examine the causes for job stress.  
**(OR)**  
b) Explain Transactional Analysis.

13. a) Outline the significance of delegation of authority.

**(OR)**

b) List the remedies of bureaucratic structure.

14. a) Assess the need for quality of work life in current scenario.

**(OR)**

b) Classify leadership.

15. a) Highlight the characteristics of organizational development.

**(OR)**

b) Analyse the need for management by objectives.

**SECTION – C**

**(5 X 8 = 40 MARKS)**

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

16. a) Classify theories of organization and explain any two.

**(OR)**

b) Contribution of Hawthorne studies are the proven base for organizations - Evaluate.

17. a) Summarize models of man.

**(OR)**

b) Discuss the theories of group formation.

18. a) Departmentation leads to higher efficiency-Justify.

**(OR)**

b) Evaluate the effectiveness of line and staff organization in management.

19. a) Illustrate the theories of motivation.

**(OR)**

b) Recommend the skills needed for leaders.

20. a) Examine the methods of organizational development

**(OR)**

b) 'Organizational change have a significant impact on the organization as a whole' – Support.