

PSG COLLEGE OF ARTS & SCIENCE  
(AUTONOMOUS)  
MSW DEGREE EXAMINATION MAY 2024  
(Second Semester)

Branch - **SOCIAL WORK**  
**ORGANIZATIONAL BEHAVIOUR**

Time: Three Hours

Maximum: 75 Marks

**SECTION-A (10 Marks)**

Answer **ALL** questions

**ALL** questions carry **EQUAL** marks

(10 × 1 = 10)

Module No.	Question No.	Question	K Level	CO
1	1	Which of the following best defines organizational culture? A) The physical layout of the workplace B) The formal structure of the organization C) The shared values, beliefs, and norms within an organization D) The level of employee turnover within the organization	K1	CO1
	2	Which of the following is NOT a factor affecting individual behavior in organizations? A) Personality                      B) Perception C) Competition                      D) Attitudes	K2	CO1
2	3	Which of the following factors does NOT significantly influence individual behavior in organizations? A) Personality B) Perception C) Organizational culture D) Technological infrastructure	K1	CO2
	4	Emotional intelligence (EI) in organizational behavior refers to: A) The ability to manipulate others' emotions for personal gain. B) Understanding and managing one's own emotions and those of others effectively. C) The ability to prioritize logic over emotions in decision-making. D) The extent to which an individual's emotions are influenced by organizational policies.	K2	CO1
3	5	What is the primary purpose of group formation in organizations? A) To create a sense of competition among employees. B) To establish hierarchical structures within the organization. C) To accomplish tasks and achieve organizational goals more effectively. D) To promote individualism and independence among employees.	K1	CO3
	6	What is the primary purpose of group formation in organizations? A) To create a sense of competition among employees. B) To establish hierarchical structures within the organization. C) To accomplish tasks and achieve organizational goals more effectively. D) To promote individualism and independence among employees.	K2	CO2

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4	7	According to Maslow's Hierarchy of Needs, which of the following needs must be satisfied first before higher-level needs can become motivating factors? A) Self-actualization needs B) Esteem needs C) Safety needs D) Belongingness and love needs	K1	CO1
	8	Which leadership theory emphasizes the importance of matching the leadership style to the maturity level of followers? A) Situational Leadership Theory B) Trait Theory of Leadership C) Contingency Theory of Leadership D) Path-Goal Theory of Leadership	K2	CO2
5	9	Which of the following is NOT a stage in the Kotter's Eight-Step Model of Organizational Change? A) Establish a sense of urgency B) Form a powerful guiding coalition C) Implement quick fixes without planning D) Consolidate gains and produce more change	K1	CO4
	10	Which of the following is a technique for overcoming resistance to change that involves gradually implementing changes and allowing employees time to adjust? A) Force-field analysis      B) Lewin's Change Model C) Appreciative inquiry      D) Kurt Lewin's Unfreezing stage	K2	CO5

**SECTION - B (35 Marks)**

Answer ALL questions

ALL questions carry EQUAL Marks

(5 × 7 = 35)

Module No.	Question No.	Question	K Level	CO
1	11.a.	Define organizational behaviour.	K3&K4	CO1
		(OR)		
2	11.b.	Explain the nature of organizational behaviour.	K3&K4	CO2
	12.a.	Write a short on personality.		
3		(OR)	K3&K4	CO4
	12.b.	Enumerate the emotional intelligence dimension.		
4	13.a.	Examine the types of group.	K3&K4	CO3
		(OR)		
5	13.b.	Outline the nominal group.	K3&K4	CO5
	14.a.	Explain the motivational process.		
5		(OR)	K3&K4	CO5
	14.b.	Describe the leadership style.		
5	15.a.	Examine the meaning of organisational change.	K3&K4	CO5
		(OR)		
	15.b.	Explicate the Lewin's three step model.		

**SECTION - C (30 Marks)**

Answer ANY THREE questions

ALL questions carry EQUAL Marks

(3 × 10 = 30)

Module No.	Question No.	Question	K Level	CO
1	16	Briefly explain the approaches of OB.	K2	CO2
2	17	Elucidate the personality traits.	K3	CO3
3	18	Explain the process of group.	K4	CO5
4	19	Explain the theories of motivation.	K3	CO4
5	20	Spell out the eight step model approaches to organisational changer.	K5	CO4