

**PSG COLLEGE OF ARTS & SCIENCE**  
(AUTONOMOUS)  
**MSW DEGREE EXAMINATION MAY 2025**  
(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	_____ refers to the study of individuals and their behaviour within the context of the organization in the workplace setting. a) Organizational Process    b) Organizational Design c) Organization                      d) Organizational behaviour	K1	CO1
	2	Hawthorne studies were conducted between _____ and 1932. a) 1930                      b) 1926                      c) 1924                      d) 1928	K2	CO1
2	3	Every individual is _____ by their personality. a) thinking                      b) specific                      c) unique                      d) Systematic	K1	CO2
	4	_____ is the organization, identification and interpretation of sensory information in order to represent and understand the environment. a) Impression                      b) Perception c) Attitude                      d) Learning	K2	CO2
3	5	Which one is the extent to which group members are attracted to the group and it's goals? a) Group living                      b) Co-operation c) Group cohesion                      d) Collaboration	K1	CO2& CO3
	6	In _____ an individual exerts less effort to meet a goal when working in a group than they do working individually. a) shared goals                      b) communication c) responsibilities                      d) Social Loafing	K2	CO4
4	7	_____ is the process that initiates, guides and maintains goal oriented behaviour. a) Attitude                      b) Motivation c) Learning                      d) Thinking	K1	CO4
	8	Which theory contains the steps that give an idea about employees' needs or wants? a) Content Theory                      b) Maslow's Theory c) Expectancy Theory                      d) Process Theory	K2	CO4
5	9	Organizational _____ involves promoting new attitudes that better express the company's core values or redefining its vision and mission. a) climate                      b) change c) design                      d) culture	K1	CO5
	10	As per author Lewin, Organizational Change contains _____ step model approaches. a) six                      b) four c) three                      d) eight	K2	CO5

Cont...

**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 and build it's significance.	K3	CO1 & CO2
	(OR)			
	11.b.	Sketch the nature of organizational behaviour. How do different contributing disciplines shape our understanding of organizational behaviour.		
2	12.a.	Explain the organizational applications of learning. Discuss the organizational applications of personality.	K3	CO2 & CO3
	(OR)			
	12.b.	Illustrate emotional intelligence dimensions. State the procedure to develop emotional intelligence in industries.		
3	13.a.	Determine types of groups and the stages of group development.	K4	CO3 & CO4
	(OR)			
	13.b.	Define group cohesiveness and evaluate the factors affecting it.		
4	14.a.	What is leadership? Explain the styles of leadership.	K4	CO3 & CO4
	(OR)			
	14.b.	Discuss the theories of leadership.		
5	15.a.	Compile the reasons for resistance to change in industry.	K5	CO4 & CO5
	(OR)			
	15.b.	Determine the practical measures in managing organizational change.		

**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	Evaluate the evolution of organizational behaviour. Discuss how has each approach contributed to our understanding of organizational behaviour.	K4	CO1
2	17	Define personality and enumerate it's determinants. Elucidate the personality traits relevant to organization.	K4	CO1& CO3
3	18	Interpret the process of group development. Categorize the process and techniques of group decision making.	K4	CO3& CO4
4	19	What is motivational process? Develop theories of motivation. Propose strategies to face challenges in employee motivation.	K5	CO4& CO5
5	20	Analyze the various approaches of organizational change. Recommend the strategies to overcome the resistance to change in the industry.	K5	CO4& CO5