

PSG COLLEGE OF ARTS & SCIENCE
(AUTONOMOUS)

MSW DEGREE EXAMINATION MAY 2023
(Second Semester)

Branch – SOCIAL WORK

ORGANIZATIONAL BEHAVIOUR

Time: Three Hours

Maximum: 50 Marks

SECTION-A (5 Marks)

Answer ALL questions

ALL questions carry EQUAL marks

(5 x 1 = 5)

- 1 Organizational behaviour focuses at 3 Levels-
(i) Individuals, Organization, Society (ii) Society, Organization, Nation
(iii) Individual, Groups, Organization (iv) Employee, Employer, Management
- 2 _____ is recognised as father of "Human relations".
(i) Elton Mayo (ii) Hendry Fayol
(iii) William Gilbreth (iv) F.W.Taylor
- 3 Organizational behaviour is _____.
(i) A science (ii) An art
(iii) A science as well as an art (iv) None of the above
- 4 Who developed the Path-Goal Theory?
(i) Sigmund Freud (ii) B.F. Skinner
(iii) Daniel Goleman (iv) Robert House
- 5 MBTI stands for _____.
(i) Myanmar Brain Training Institute (ii) Myers Briggs Type Indicator
(iii) Myers Brief Text Instrument (iv) Maya's Behaviour Training Index

SECTION - B (15 Marks)

Answer ALL Questions

ALL Questions Carry EQUAL Marks

(5 x 3 = 15)

- 6 a Explain about human relations approach.
OR
b Discuss the key elements of organizational behaviour.
- 7 a Explain the dimensions of Emotional Intelligence.
OR
b Justify the value of projective tests for assessing personality in the workplace.
- 8 a Prepare a brief note about social loafing.
OR
b Distinguish between group and team.
- 9 a Discuss charismatic leadership.
OR
b Explain the significance of motivation in the workplace.
- 10 a Interpret the force field analysis.
OR
b Examine the value of organisational change for progress.

Cont...

SECTION -C (30 Marks)

Answer ALL questions

ALL questions carry EQUAL Marks

(5 x 6 = 30)

- 11 a Examine the evolution of scientific management over time.
OR
b Elucidate the significance of the social systems approach in administrative management.
- 12 a Recommend techniques for enhancing employees' emotional intelligence.
OR
b Detail about Big Five personality trait theory.
- 13 a Define and explain the process and techniques for group decision making.
OR
b Examine the factors that affect group cohesion.
- 14 a Explain Indian leadership styles and their importance.
OR
b Analyze the applicability of Maslow's theory of hierarchy of needs in the present situation.
- 15 a Examine the Lewin's three-step organizational change model.
OR
b Analyze the differences between the action research and appreciative inquiry approaches.

Z-Z-Z

END