

Date:

Registration number:

**ST JOSEPH’S UNIVERSITY, BENGALURU -27**

**M.S.W– IISEMESTER**

**SEMESTER EXAMINATION: APRIL 2024**

**(Examination conducted in May / June 2024)**

**SW 8523: Organisational Behaviour**

**(For current batch students only)**

**Time: 2 Hours Max Marks: 50**

**This paper contains TWO printed pages and THREE parts**

**PART - A**

**Answer any FIVE of the following 5X2=10**

1. What is perception?
2. Mention any two challenges of organisational Behaviour.
3. What is emotional intelligence?
4. Define group dynamics.
5. What are the components of attitude?
6. What is Quality of Work Life?
7. Mention the factors that affect organisational climate.

**PART - B**

**Answer any FOUR of the following 4X5=20**

1. Describe the concept of leadership and explain its types.
2. Explain the importance and determinants of job satisfaction.
3. What are the dimensions of organisational culture? Explain.
4. What are the various factors that lead to conflict in an organisation.
5. What is personality? Explain any one theory of personality.

**PART - C**

**Answer any TWO of the following 2X10=20**

1. Critically examine the models of organisational behaviour and suggest any two suitable models for your organization.
2. Identify a work stress related to your agency and identify its sources and consequences. Discuss the various stress management techniques to deal with the situation narrated.
3. Explain the importance of motivation in an organisation. Elaborate various strategies to enhance motivation among employees in an organization.