

**STELLA MARIS COLLEGE (AUTONOMOUS) CHENNAI – 600 086.**  
**(For candidates admitted during the academic year 2016– 2017 and thereafter)**

**SUBJECT CODE: 16CM/MC/WB55**

**B.B.A. DEGREE EXAMINATION NOVEMBER 2019**  
**BUSINESS ADMINISTRATION**  
**FIFTH SEMESTER**

**COURSE : MAJOR – CORE**  
**PAPER : ESSENTIALS OF WORKFORCE BEHAVIOUR**  
**TIME : 3 HOURS** **MAX. MARKS: 100**

**SECTION – A**

**ANSWER ALL QUESTIONS: (10 x 2 = 20)**

1. Define the term personality.
2. What is meant by perception?
3. Define the term attitude.
4. What is meant by conflict?
5. Write a short note on organizational culture.
6. What is meant by group dynamics?
7. Define the term organization structure.
8. What is meant by eustress?
9. State any two differences between formal and informal group.
10. What is meant by team building?

**SECTION – B**

**ANSWER ANY FIVE QUESTIONS: (5 x 8 = 40)**

11. Explain the perception process.
12. List out the major traits influencing personality.
13. Explain the various causes of stress.
14. Distinguish between functional and dysfunctional conflict.
15. Explain the various types of organizational culture.
16. Discuss the various stages of group formation.
17. Enumerate the various skills in team building.

**SECTION – C**

**ANSWER ANY TWO QUESTIONS: (2 x 20 = 40)**

18. Explain the various new challenges in managing work force.
19. What are the consequences of stress? Enumerate the stress busters.
20. State the importance of organization structure.
21. Discuss the team building process.

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