

**STELLA MARIS COLLEGE (AUTONOMOUS) CHENNAI – 600 086.**  
**(For candidates admitted during the academic year 2019-2020 and thereafter)**  
**SUBJECT CODE: 19BA/MC/WB44**  
**B.B.A DEGREE END SEMSTER EXAMINATION APRIL 2021**  
**BUSINESS ADMINISTRATION**  
**FOURTH SEMESTER**

**COURSE : MAJOR CORE**

**PAPER : WORKFORCE BEHAVIOUR**

**TIME : 90 MINUTES**

**MAX. MARKS: 50**

**Section A**

**Answer All Questions**

**(7 X 2 = 14)**

1. Bring out the characteristics of Organisational behaviour.
2. What is Eustress?
3. Enumerate the various sources through which attitudes are formed?
4. Define Motivation.
5. Write a note on 'General Adaptation Syndrome'.
6. State any four characteristics of Organisational Culture.
7. What is team building?

**Section B**

**Answer Any Two Questions**

**(2 X 8 = 16)**

8. Briefly explain Porter and Lawler's theory of motivation with suitable diagram.
9. Elucidate on the various types of organisational structure.
10. Define Perception. Explain the steps in the perceptual process.

**Section C**

**Answer Any One Question**

**(1 X 20 = 20)**

11. Define Organisational Behaviour. What are the major challenges and opportunities that Managers face today when dealing with their employees?
12. What is conflict in organizations? Explain the process of conflict .Also explain how conflict will be managed.

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