

STELLA MARIS COLLEGE (AUTONOMOUS) CHENNAI – 600 086.
(For candidates admitted during the academic year 2016-17 and thereafter)

COURSE CODE: 16CM/MC/WB55
B.B.A. DEGREE EXAMINATION DECEMBER 2020
BUSINESS ADMINISTRATION
FIFTH SEMESTER

COURSE : MAJOR CORE

PAPER : ESSENTIALS OF WORKFORCE BEHAVIOUR

TIME : 90 MINUTES

MAX. MARKS: 50

Section – A

Answer All the Questions

(7 x 2 = 14)

1. State any two importance of Workforce Behaviour in an organisation.
2. What do you mean by Perception?
3. Differentiate between Stress and Burnout?
4. Explain Organisation Culture.
5. State the different types of groups in an organisation.
6. What is Halo Effect?
7. Write a note on the Conflict Management.

Section – B

Answer any Two Questions

(2 x 8 = 16)

8. Define Personality. Explain the different Personality Traits.
9. What is Organisation Structure and explain its importance.
10. Write a note on the various ingredients required for building an effective team.

Section – C

Answer any One Question

(1 x 20 = 20)

11. Explain the factors influencing individual behaviour with examples.
12. State and explain the causes of Stress with a suitable example and how can Stress be effectively managed in a workplace.
