

STELLA MARIS COLLEGE (AUTONOMOUS), CHENNAI – 600 086
(For candidates admitted during the academic year 2019-20 and thereafter)

COURSE CODE: 19BA/ MC/WB44

B.B.A DEGREE EXAMINATION APRIL 2022
BUSINESS ADMINISTRATION
FOURTH SEMESTER

COURSE : MAJOR CORE
COURSE TITLE : WORKFORCE BEHAVIOUR
TIME : 3 HOURS

MAX. MARKS: 100

Section – A

Answer ALL questions:

(10x2 = 20)

1. Why “Changed Employee Expectation” is a challenge in managing the workforce?
2. Define Personality.
3. How Bio-feedback is considered to be a strategy in managing stress in workplace?
4. Differentiate between Mechanistic and Organic structures.
5. Mention any four importance of Organisation Structure.
6. Give the meaning of the term “Group Dynamics”.
7. What is Balance theory?
8. List down any four traditional view of Conflict.
9. Compare Introverts and Extroverts.
10. Write a short note on Contingency approach of workforce behaviour.

Section – B

Answer any FIVE questions:

(5 x 8 = 40)

11. Write a note on the approaches to the study of Organizational Behaviour.
12. What is Functional and Dysfunctional Conflict? Explain the potential benefits of Conflict.
13. Describe the Maslow’s theory of Motivation along with its advantages.
14. Briefly explain the approaches for Diagnosing Organisational Culture.
15. Discuss the various modes of acquiring Attitudes.
16. Summarize the required features for a good Organisational Structure.
17. Explain the types and benefits of Groups.

Section – C

Answer any TWO question:

(2 x 20 = 40)

18. Elaborate the Perceptual Process with suitable examples.
19. Discuss the causes and consequences of Stress.
20. Enumerate the new challenges in managing the workforce.
21. Explain the Personal factors, Organisational System and Resource factors influencing individual behaviour with appropriate examples.
