

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 2023
BUSINESS ADMINISTRATION
FOURTH SEMESTER

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

MAX. MARKS: 100

Section – A

Answer ALL questions:

(10 x 2 = 20)

1. What is work force in an organization?
2. What is Personality?
3. What are Traits?
4. What is stress?
5. Explain Organisational Culture.
6. What is Organisational Climate?
7. Define Motivation.
8. Write a short note on Group dynamics.
9. What is conflict?
10. What is Perception?

Section – B

Answer any FIVE questions:

(5 x 8 = 40)

11. Discuss Quality of work life.
12. Discuss the casual variables in organizational effectiveness.
13. What is sociometry? Explain.
14. Bring out the importance of incentives in Industry.
15. Discuss Herzberg's Theory of Job satisfaction.
16. Discuss the classical organization style.
17. Discuss the types of leadership.

Section – C

Answer any TWO question:

(2 x 20 = 40)

18. Evaluate the scope of Organizational Psychology in Management.
19. Compare and contrast the importance of individual differences on the study of Productivity.
20. Explain the importance of Counselling.
21. How conflict crops-up in an organization? How is it resolved?
