

STELLA MARIS COLLEGE (AUTONOMOUS), CHENNAI – 600 086
(For candidates admitted during the academic year 2019-2020 and thereafter)

B.B.A. DEGREE EXAMINATION - APRIL 2024
BUSINESS ADMINISTRATION
FOURTH SEMESTER

COURSE : MAJOR CORE
COURSE TITLE : WORKFORCE BEHAVIOUR
SUBJECT CODE : 19BA/ MC/WB44
TIME : 3 HOURS

MAX. MARKS: 100

SECTION – A

Answer ALL questions:

(10 x 2 = 20)

1. Give the importance of Workplace behavior.
2. Organizational Behavior – Define.
3. What is Organisational Structure?
4. Explain perception with an example.
5. Define personality.
6. Stress is important at times – Discuss.
7. Differentiate Functional conflict from dysfunctional conflict.
8. Define Organizational Culture.
9. Explain Group dynamics.
10. Write a note on the Importance of Motivation.

SECTION – B

Answer any FIVE questions:

(5 x 8 = 40)

11. Describe about the various disciplines that contribute to organisational behavior.
12. Give an account of environmental factors that could influence individual's behavior.
13. Explain the perceptual process.
14. What are the features of good organisational structure?
15. What is organisation stress. Also explain the causes and consequences?
16. Explain the strategies in managing stress at workplace.
17. Explain Motivational Theory of Maslow.

SECTION – C

Answer any TWO questions:

(2 x 20 = 40)

18. Discuss organisational structure and types.
19. Elucidate new challenges in managing today's work force.
20. Describe in details about any three motivational theories.
21. Explain about the term 'Attitude' and formation of attitude.
