

STELLA MARIS COLLEGE (AUTONOMOUS) CHENNAI – 86
(For candidates admitted from the academic year 2023 – 2024 and thereafter)

B.B.A DEGREE EXAMINATION, APRIL 2026
BUSINESS ADMINISTRATION
FOURTH SEMESTER

COURSE : MAJOR CORE
PAPER : WORKFORCE BEHAVIOUR
SUBJECT CODE : 23BA/MC/WB44
TIME : 3 HOURS

MAX. MARKS: 100

SECTION A				
Q. No.	Answer all the questions:	(5 x 2 = 10)	CO	KL
1.	Define Organizational Behaviour.		CO1	K1
2.	State any two traditional and modern views of conflict.		CO1	K1
3.	What is perception?		CO1	K1
4.	State the meaning of Organizational Culture.		CO1	K1
5.	Write any two advantages of working in groups.		CO1	K1
SECTION B				
Q. No.	Answer any four questions :	(4 x 5 = 20)	CO	KL
6.	Explain the nature of Workforce Behaviour in an organization.		CO2	K2
7.	Describe the nature of attitudes.		CO2	K2
8.	Differentiate between Functional and Dysfunctional conflict in organizations.		CO2	K2
9.	Examine the causes of Stress.		CO2	K2
10.	Summarise the features of good organisation structure.		CO2	K2
11.	Explain the significance of motivation in organizational settings.		CO2	K2
SECTION C				
Q. No.	Answer all the questions (Internal Choice).	(4 x 10 = 40)	CO	KL
12.	a) Determine the importance of understanding Workforce Behaviour for organizational effectiveness. (or) b) Explain the various contributing disciplines of Organizational Behaviour.		CO3	K3
13.	a) Analyse the various types of personality and their impact on workplace behaviour. (or) b) Explain each stage in the process of perception.		CO3	K3
14.	a) Analyse the different types of Organizational Structure highlighting their main advantages and disadvantages. (or) b) Illustrate and Explain Maslow's Need Hierarch Theory.		CO4	K4
15.	a) Examine the various strategies for managing stress at individual levels. (or) b) Break down the process of group decision-making in organizations.		CO4	K4

SECTION D			
Q. No.	Answer any two questions :	CO	KL
16.	Critically evaluate the emerging challenges in managing a diverse workforce in modern organizations.	CO5	K5
17.	Assess the factors that influence individual behaviour in organizations and justify how understanding these factors can improve management effectiveness.	CO5	K5
18.	Appraise the various strategies in Conflict Management to resolve a situation where the marketing and finance departments of a company disagree on the budget allocation for a new product launch.	CO5	K5
