

STELLA MARIS COLLEGE (AUTONOMOUS) CHENNAI – 600 086.
(For candidates admitted during the academic year 2008-09 & thereafter)

SUBJECT CODE : CM/MC/WM54

B.Com. DEGREE EXAMINATION NOVEMBER 2011
COMMERCE
FIFTH SEMESTER

COURSE : MAJOR – CORE
PAPER : WORK FORCE MANAGEMENT
TIME : 3 HOURS **MAX. MARKS : 100**

SECTION – A

20X1=20

FILL IN THE BLANKS:

1. _____ to the art of seeing what is there to be seen.
2. The Big Five Personality Model was evolved by _____.
3. Conflict within an individual is known as _____.
4. Organisation structure can be broadly classified into _____ and _____.
5. Socialization is a process made up of _____ and _____.
6. The process of transmitting traditions, values and customs to new employees is called _____.
7. _____ and _____ are fundamental elements of an organisation.
8. The Id seeks pleasure, the ego tests reality and superego strives for _____.
9. _____ refers to feelings and beliefs of an individual or groups of people.
10. A flat structure is categorized by a _____ span.

STATE WHETHER THE FOLLOWING ARE TRUE OR FALSE:

11. Attitudes are Inherited and not acquired.
12. Congruent change is change in the same direction.
13. Behaviour of an employee is random.
14. Senior executives are usually Type B Personality.
15. Inter personal conflict arises from frustration.

ANSWER THE FOLLOWING QUESTIONS:

16. What are the three basic skills required by managers in achieving their goals?
17. Define Ability.
18. Who are Whistle Blowers?
19. What do you mean by social loafing?
20. What is BATNA?

SECTION – B

ANSWER ANY FIVE QUESTIONS:

(5X8=40)

21. Explain the different kinds of roles that a manager has to play in today's business environment.
22. Explain the major personality attributes that influence human behavior in the work place.
23. What are the various factors that influence the perception of an individual?
24. Explain the stages of group development.

25. What are the barriers to effective communication?
26. Explain the different steps that make up the conflict process.
27. What are the elements that make up an organizational structure?

SECTION – C

ANSWER THE FOLLOWING:

(2X20=40)

28. What is Stress? What are the potential sources of stress? What are its consequences? How do you manage stress?

OR

What is a Team? How do you create effective teams?

29. **Case Study**

The Thompson Company is a success story. Begun in 1983 today it employs 2,200 people, generates a sale of 195 million, and was recently acquired by a large multinational company. Management attributes much of its success to the company's people first policy.

Managers point to the company's structure, perks and its commitment to helping employees develop their skills and leadership. It has a flat organization structure with a minimal degree of hierarchy. Work is done mostly in teams and there are no traditional statuses. Perks include stock options for anyone, casual dress standards, an onsite child care centre and daily extracurricular classes in everything from aerobics to personal finance. But the management is most proud of its commitment to the development of its people. The company offers a long list of training and educational opportunities to its employees. These are run on site and designed to help employees build their skill level. It is designed to ensure that the company will have people who can assume new leadership roles in a continuously changing environment. The company reinforces class training by placing its workers in departmental teams. At the helm of these teams are team leaders whose job is to help foster their charges ideas and projects. They are also expected to provide one on one job coaching and career planning advice. Nearly all the employees are given opportunity to become team leaders. This strategy has succeeded in keeping employees contented.

Questions:-

1. Putting people first has worked for The Thompson Company. If it is so effective why do you think all firms have not adopted these practices?
2. Do you think a people first approach is more applicable to certain business or industries than others? If so what might they be? Why?
3. What downside if any do you see in working at a company like the Thompsons?
4. What downside if any do you see in managing at a company like the Thompsons?
5. Some say that "People first Policies don't lead to high profits. High profits allow people first policies", Do you agree? Give reasons for your answer.

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