

STELLA MARIS COLLEGE (AUTONOMOUS) CHENNAI – 600 086.
(For candidates admitted during the academic year 2004-05 & thereafter)

SUBJECT CODE : **CM/SC/WM54**

B.Com. DEGREE EXAMINATION NOVEMBER 2007
COMMERCE
FIFTH SEMESTER

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

SECTION – A

ANSWER ALL QUESTIONS: (10 x 3 = 30)

1. What do you mean by 'Organizational Behaviour'?
2. What do you understand by motivated behaviour?
3. Define 'attitude'.
4. What is perception?
5. What do you mean by motivation?
6. Define 'stress'.
7. What is "Organizational culture?"
8. What do you mean by dysfunctional conflict?
9. What do you understand by 'group dynamics'?
10. What is team-building?

SECTION – B

ANSWER ANY FIVE QUESTIONS: (5 x 6 = 30)

11. Explain your understanding of the nature of organizational behaviour.
12. What are the main functions of attitude.
13. What are the factors that influence the perception of an individual.
14. Explain Maslow's need hierarchy theory. What are the criticism about the theory?
15. Define organization culture. How is it developed?

16. What are the potential sources of organizational conflict?
17. Explain what you understand by sociometry? How would you go about constructing a sociogram?

SECTION – C

ANSWER ANY TWO QUESTIONS:

(2 x 20 = 40)

18. Define personality. What are its determinants? Who, in your opinion, is the most suitable employee: the person-organization fit or the person-job-fit? Why?
19. What are the consequences of stress? What can organizations do to reduce employee stress?
20. What are the major sources that have been identified as causes of organization structure? Do you agree that organisation structure can have significant effects on its members?
21. “The era of globalization has brought in new concept and challenges in organizational behaviour” – Discuss.

