

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

**SUBJECT CODE : CM/MC/WM54**  
**B.Com. DEGREE EXAMINATION NOVEMBER 2010**  
**COMMERCE**  
**FIFTH SEMESTER**

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

**SECTION – A**

**I Fill in the blanks:** (10x1=10)

1. Informal communication is also known as \_\_\_\_\_.
2. \_\_\_\_\_ means the number of subordinates that can be effectively controlled by a superior.
3. The Big Five personality model was brought out by \_\_\_\_\_.
4. Conflict can be \_\_\_\_\_ and \_\_\_\_\_.
5. Prolonged exposure to stress result in a \_\_\_\_\_.
6. Position stress is known as \_\_\_\_\_.
7. Conflict within an individual is known as \_\_\_\_\_.
8. \_\_\_\_\_ is a process of helping new employees to adjust to the culture prevailing in the organisation.
9. \_\_\_\_\_ is the art of seeing what is there to be seen.
10. Organisation structure can be broadly classified into \_\_\_\_\_ and \_\_\_\_\_.

**II State whether the following are true or false:** (10x1=10)

11. The source of most conflicts is lack of communication.
12. Attitudes are inherited and not acquired.
13. A team is a special group.
14. A strong culture has both a positive and negative impact on organisational effectiveness.
15. Inter group conflict is conflict within a group.
16. Behaviour of an employee is random.
17. Employment opportunities have a strong influence on individual behaviour.
18. A flat structure is categorised by a narrow span.
19. Old people do not feel secured in bureaucratic organisations.
20. Congruent change is a change in the same direction.

**SECTION – B****ANSWER ANY FIVE QUESTIONS:****(5x8=40)**

21. What are the challenges that managers face in today's business world?
22. Explain the role of biographical characteristics in understanding human behavior.
23. What is OB Mod? What are the steps in behavior modification?
24. What is Perception? What are the factors that influence perception?
25. Define Attitude. Explain in detail the role of major work related attitudes.
26. What are teams? How do you create effective teams?
27. What do you mean by Organisational Culture? How do employees learn culture?

**SECTION – C****ANSWER THE FOLLOWING:****( 2 x 20 = 40 )**

28. a) What is Personality? What are the determinants of personality? Explain in detail the personality attributes that influence Organisational Behaviour.  
OR  
b) What is Stress? What are the potential sources of stress? What are its consequences?
29. Mayor Sam is nearing completion of his first term in office. He feels his record has been pretty good, except for the controversial issue of housing. He has been able to avoid doing anything about housing so far and feels very strongly that this issue must not come to a head before the next election. The voters are too evenly divided on the issue and he would lose a substantial number of votes no matter what stand he took. Yet with pressure increasing from both sides, he had to do something. After much distress he has finally come upon what he thinks is an ideal solution to his dilemma. He has appointed a committee to study the problem and make some recommendations. To make sure that the committee's work will not be completed before the election comes up, it was important to pick the right people. Specifically Sam has selected his blue ribbon committee from a wide cross section of the community so that all concerned parties will be represented. He has made the committee very large and the members range from Ph.D's in urban planning to real estate agents to local ward committee persons to minority group leaders. He has taken particular care in selecting people who have widely divergent, outspoken, public views on the housing issue.
  - Will Sam's strategy of using this committee to delay taking a stand on the housing issue until after the election work? State reasons.
  - What are some of the important dynamics of this committee? Do you think the committee will arrive at a good solution to the housing problems facing this city?
  - Do you think this committee will suffer from group think?
  - What type of informal roles is Sam exhibiting? Is he an effective manager or an effective politician? Is there a difference?

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