

STELLA MARIS COLLEGE (AUTONOMOUS) CHENNAI – 600 086.

(For candidates admitted during the academic year 2016– 2017)

SUBJECT CODE: 16CM/MC/WB55

B.B.A. DEGREE EXAMINATION NOVEMBER 2018

BUSINESS ADMINISTRATION

FIFTH SEMESTER

COURSE : MAJOR – CORE

PAPER : ESSENTIALS OF WORKFORCE BEHAVIOUR

TIME : 3 HOURS

MAX. MARKS: 100

SECTION – A

ANSWER ALL QUESTIONS:

(10 x 2 = 20)

1. Define organizational behavior.
2. Define perception.
3. Define stress.
4. What is the meaning of organization structure?
5. What do you understand by group dynamics?
6. What do you mean by work environment?
7. How do you define personality?
8. What is meant by conflict?
9. Define organizational culture.
10. What is team building?

SECTION – B

ANSWER ANY FIVE QUESTIONS:

(5 x 8 = 40)

11. Explain the importance of behavior in an organization,
12. How are attitudes formed?
13. What steps can be taken to resolve conflict that is structural in nature?
14. Write a note on organization structure.
15. What are the types of group dynamics?
16. What are the approaches used for changing organizational culture?
17. What are the factors influencing perception?

SECTION – C

ANSWER ANY TWO QUESTIONS:

(2 x 20 = 40)

18. Explain the causes and consequences of stress and also suggest measures to Cope with stress.
19. What are the different stages in team building process? Discuss the difficulties in the formation of a team.
20. What are the major personality traits that managers need to be aware of in order to understand workplace behavior?
21. Write short notes:
 - a. Nature & scope of Organization.
 - b. Characteristics of organizational culture.
