

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 2009**  
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. Explain the objectives of organizational behaviour.
2. Define Personality.
3. What are the elements of attitude?
4. What do you mean by perception?
5. What is 'Self-actualization need'?
6. Explain 'Organizational Culture'.
7. Define 'Conflict'.
8. Give any three features of leadership.
9. Explain 'Group Dynamics'.
10. What is 'Synergy' in teamwork?

**SECTION – B**

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

11. What are the situational variables that influence the individual differences?
12. What are the determinants of personality?
13. Explain Maslow's theory of Motivation.
14. What is an informal group? What are its characteristics?
15. What are the advantages and limitations of Functional Organizational Structure?
16. Explain the four types of power that a leader should possess?
17. What are the stages of Team Building?

**SECTION – C**

ANSWER ANY TWO QUESTIONS:

( 2 x 20 = 40 )

18. What are the negative consequences of stress? Discuss the ways in which people may overcome the same?
19. What do you mean by organizational culture? How do cultural insights help in understanding the behaviour of people in organization?
20. What are the types of conflict? Explain the process of Conflict Management.
21. Why has it become so difficult to obtain and manage the work force in the post liberalization era of our country?

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