

Code : 302203

BBA 2nd Semester Exam., 2014

HUMAN RESOURCE MANAGEMENT—1

(Organisational Behaviour)

Time : 3 hours

Full Marks : 60

Instructions :

- (i) All questions carry equal marks.
- (ii) There are **SEVEN** questions in this paper.
- (iii) Attempt **FIVE** questions in all.
- (iv) Question Nos. 1 and 2 are compulsory.

1. Write any six of the following stating Yes or No :

- (a) For good perceptual skills one should feel impressed by others for his well dressings.
- (b) One should observe behaviour of others and try to improve upon that.
- (c) There is scope of learning throughout life.
- (d) Fear is a type of emotion.
- (e) Emotional intelligence cannot be developed.
- (f) McClelland's theory deals with power, affiliation and achievement motives.
- (g) Transactional analysis is based on ego states of a person.

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(Turn Over)

- (h) Delphi technique is a tool of group decision making.
- (i) Leadership is a process to influence.
- (j) Communication is the life-blood of an organisation.

2. Answer any three of the following in brief :

- (a) What do you mean by organisational behaviour?
- (b) What is learning? How is learning done?
- (c) How can power be used effectively in an organisation?
- (d) How does attitude affect job satisfaction?
- (e) What is stress? How can it be reduced?

3. Discuss the factor affecting personality.

4. Compare Maslow's need hierarchy with Herzberg's theory of motivation.

5. Discuss the main qualities of a leader.

6. Elaborate the steps of communication.

7. What do you mean by conflict? Discuss the main sources of conflict.

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