

Code : 302203

BBA 2nd Semester Theory Examination, 2017

Human Resource Management-1 (Organizational Behaviour)

Time : 3 hours

Full Marks : 60

Instructions :

- (i) There are seven questions in this Paper.
- (ii) Attempt five questions in all.
- (iii) Question No. 1 & 2 is compulsory.
- (iv) The marks are indicated in the right-side margin.

Answer any six of the following. 2×6=12

- A. Behaviour is base for the perception.
- B. Organization design is also a scope of OB.
- C. OB helps in improve marketing process by understanding consumer behaviour.
- D. OB helps to increase efficiency and productivity.
- E. Positive working condition is one of the methods used for changing the attitude of the employee.
- F. OB states that human will act based on the beliefs they have, even if the beliefs are false.
- G. Social perception gives individuals tools to recognize how the personal lives affect the social life.
- H. Motivation comes only from external forces.

P.T.O.

- I. Need hierarchy theory was developed by Abraham Harold Maslow.
- J. Physiological need is the less powerful need than self-esteem need of a human being.

2. Answer any three of the following: 4×3=12

- (A) Explain various group decision making techniques.
 - (B) Personality development depends upon various factors. Explain.
 - (C) What is motivation ? Discuss any two theories of motivation. <https://www.akubihar.com>
 - (D) Discuss Hertzberg's theory with suitable example.
 - (E) Discuss the concept of sensation Vs perception.
3. Discuss the concept of organizational behaviour and also explain the importance of organizational behaviour in achieving success of any organization. 12
4. Organizational behaviour is the study and application of knowledge about how people as individuals and group act in organization. Comment on the statement with suitable example. 12
5. Critically examine various styles of leadership with suitable illustrations.
6. Define group and team. Explain in details the necessity of group formation and team development.

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Why is it important for manager to have a working knowledge
of perceptions and workplace emotions? Discuss. 12

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