

Q.10. Discuss the various theories related to formation of groups.

OR

Discuss the role and functions of informal group.

Q.11. Describe the process of conflict.

OR

Discuss the various strategies of coping up from stress.

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B.COM. (HONS) SECOND SEMESTER EXAMINATION

APRIL – MAY, 2015

HUMAN BEHAVIOUR AT WORK

Time: 3hrs

Max. Marks: 70

Min. Marks: 24

Note: All sections are compulsory. Marks are indicated against each section.

SECTION – A

Objective Type Questions

Q.1 Choose the correct answer: (1 x 10 = 10)

(i) Organization is a group of:

- (a) a person (b) a things
(c) a resources of production (d) All of them

(ii) Autocratic model depends upon.....

- (a) Rewards (b) Support
(c) Power (d) All of these

(iii) The last step involved in decision making is -

- (a) Follow-up (b) Analysis of problem
(c) Identification of problem (d) All the above

(iv) The sources of acquiring attitude are-

- (a) Family (b) Neighborhood
(c) Association (d) All of these

(v) Objectives of motivation is to:

- (a) Increase the morale of employees
(b) Measures of performance
(c) Increase in number of employees
(d) Increase in quantity of production

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(vi) Herzberg's two factor theory is associated with -

- (a) Morale (b) Motivation
- (c) Moral (d) Communication

(vii) Which of the following is/are the techniques of group discussion-

- (a) Whole group (b) Small group
- (c) Brain storming (d) All of the above

(viii) The resources of group members depend upon-

- (a) Ability (b) Personal characteristics
- (c) Both (a) and (b) (d) None of the above

(ix) Conflict can be -

- (a) Constructive (b) Destructive
- (c) Both (a) and (b) (d) None of the above

(x) Death or illness in the family istype of social stressor-

- (a) Social, economic and political
- (b) Family
- (c) Job and career (d) Interpersonal and environmental

SECTION – B

Short Answer Type Questions

(4 x 5 = 20)

Q.2. What are the key elements of organizational behaviour?

OR

Explain the main characteristics of personality.

Q.3. Explain the nature of decision making.

OR

Explain the types of values.

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Q.4. Write short note on achievement motivation.

OR

Differentiate between positive and negative motivation.

Q.5. Explain concept of group.

OR

Explain the classification of group.

Q.6. Explain the meaning of conflict.

OR

What do you mean by stress management?

SECTION – C

Long Answer Type Questions

(8 x 5 = 40)

Q.7. Define 'Organizational behaviour'. Discuss challenges in organization behaviour.

OR

Describe the various principles of learning.

Q.8. Elucidate the importance of decision making.

OR

Explain the theories of Attitude Formation.

Q.9. 'A motivated employee reduces the wastage'. Comment.

OR

What do you understand by 'motivation'? Discuss Maslow's hierarchy of human needs in this connection.

P.T.O.