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TotalPages:4

BBA/M-20

10510

Human Behaviour at Work

Paper - BBA - 208

Time allowed : 3 Hours

Maximum Marks : 80

Note : Attempt five (5) questions in all, however Question No. 1 is compulsory. All Questions carry equal marks.

Compulsory Question

1. Explain the following concepts: 16

(i) Group synergy

(ii) Interpersonal trust

(iii) Social loafing

(iv) Performance and satisfaction

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(v) Team building

(vi) Career role and identity

(vii) Group performance

(viii) Competition and cooperation

2. What is Group Dynamics? Explain the role of Group in an organisational and individual effectiveness. 16

3. What is Group think? How this phenomenon is applicable to family unit as well as to organisation. Explain in detail. 16

4. Define Group. How Groups are formed? How many types of groups are found in workplace ? Write in detail. 16

5. (i) What is Feedback process? How can you improve its effectiveness? 8

Explain the role of Cooperation and Competition in a group. 8

6. Define Morale. How is it related to the productivity/performance at workplace? Write down the factors which can boost morale of an employee/personnel.16

7. Describe the Communication process in an organisation. What are the obstacles to effective Communication? How can we overcome these obstacles? 16

8. What are the:

8+8

- (i) Factors contributing to Group Cohesiveness
- (ii) Consequences of Group Cohesiveness process

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