RollNo.....

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) voroup 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
- What is Group think? How this phenomenon is applicable to family unit as well as to organisation.
  Explain in detail.
- Define Group. How Groups are formed? How many types of groups are found in workplace ? Write in detail.
   16

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

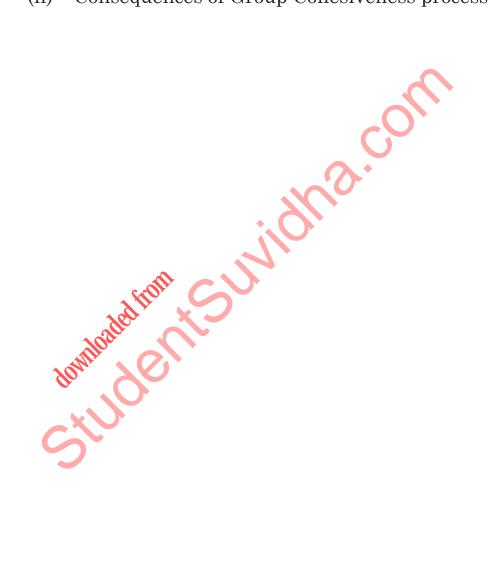
Explain the role of Cooperation and Competition in a group. 8

- 6. Define Morale. How is it related to the productivity/ performance atworkplace? 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

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- 8. What are the:
  - (i) Factors contributing to Group Cohesiveness
  - (ii) Consequences of Group Cohesiveness process



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