

BBA 2nd Semester Exam., 2023

HUMAN RESOURCE MANAGEMENT—I

(Organizational Behaviour)

Time : 3 hours

Full Marks : 60

Instructions :

- (i) The marks are indicated in the right-hand margin.
- (ii) There are **SEVEN** questions in this paper.
- (iii) Attempt **FIVE** questions in all.
- (iv) Question Nos. 1 and 2 are compulsory.

1. Answer any six of the following : $2 \times 6 = 12$

- (a) What do you understand by Organizational Behaviour (OB)?
- (b) What do managers do?
- (c) Explain the meaning of value.
- (d) Explain the concept of emotional intelligence.
- (e) Give the meaning of social perception.
- (f) Define motivation.
- (g) Introduce the concept of informal group.

- (h) What do you understand by the informal leaders?
- (i) Give the meaning of managerial communication.
- (j) Introduce the concept of conflict management.

2. Answer any three of the following : $4 \times 3 = 12$

- (a) Describe the foundations of individual behaviour.
- (b) Compare sensation and perception.
- (c) What are the types of group behaviour?
- (d) Discuss the concept of Johari window skill.
- (e) Describe organizational culture.

3. Define attitude. Why is the study of attitude necessary for organizational behaviour studies? 12

4. What is job satisfaction? Explain the factors affecting job satisfaction. 12

5. Explain the process of group decision-making. What are the problems encountered by an organization in group decision-making? 12

(3)

6. Explain the types and processes of communication. 12
7. Write an essay on stress management. 12

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