

(Following Paper ID and Roll No. to be filled in your Answer Book)

PAPER ID : 199415 Roll No.

B.Tech.

(SEM. IV) THEORY EXAMINATION 2013-14

HUMAN BEHAVIOUR

Time : 3 Hours

Total Marks : 80

Note :- Attempt all Sections.

SECTION-A

1. Attempt all parts in the following : (2×8=16)
- (a) Selective perception.
 - (b) Workforce Diversity.
 - (c) Leadership Styles.
 - (d) Power and Authority.
 - (e) Social Loafing.
 - (f) Importance of human behaviour.
 - (g) Prosocial Behaviour.
 - (h) Types of Motivation.

SECTION-B

2. Attempt any three parts : (8×3=24)
- (a) Explain the theories of personality. Which of them is convincing to you and why?

- (b) What are the steps in perception process ? Describe the common perception errors/distortions.
- (c) Define the concept of learning. What is operant conditioning? How is it different from classical conditioning ?
- (d) What is job satisfaction ? How is it linked with productivity? What factors determine job satisfaction ?
- (e) Define motivation. Discuss different theories of motivation.

SECTION-C

3. Attempt **all** parts : (8×5=40)

- (a) Explain the nature and scope of human behaviour. How the understanding of human behaviour helps managers ?

OR

How did concept of scientific management and human relation approach lay the foundation of human behaviour ?

- (b) Do attitudes affect an individual's behaviour ? What is the role of a manager in changing the attitudes of workers ?

OR

“Non-financial incentives are as strong as financial ones to motivate an employee”. Critically examine this statement.

- (c) Define conflict. Discuss the conflict management techniques in organisations.

OR

“Leadership is the driving force which gets things done by others”. Comment on this statement.

- (d) Explain the concept of group and group dynamics ? What are the various stages of group development ?

OR

What are the various factors which affect group cohesiveness ? Establish relationship between group cohesiveness productivity.

- (e) Explain the concept and nature of power. Distinguish between positional power and personal power. What are the bases of power ?

OR

What is organisational politics ? Explain the causes of political activities in an organisation. What should be done to handle organisational politics ?