

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

PAPER ID : 199415 Roll No. 1203210236

**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 ?