

BBA/M-16  
Human Behaviour At Work  
PAPER-BBA-208

Time Allowed: 3 Hours

Maximum Marks: 80

Note: Attempt five questions in all. Question No. 1 is compulsory. All questions carry equal marks.

1. Explain the following :
  - (a) Describe Group.
  - (b) Group conformity.
  - (c) Team building.
  - (d) Social facilitation.
  - (e) Interpersonal trust and group behaviour.
  - (f) Role of feedback in communication.
2. Differentiate Group from Team. How and why are work teams formed at work place?
3. What do you mean by Group morale ? How can group morale be built ? Also discuss the effects of morale on productivity.
4. Define Group cohesiveness. Explain the relevance of cohesiveness in group and how it affects productivity?
5. "Cooperation and competition in an organization are basic to its survival and success" Discuss.
6. Define Group think. Explain the role of group think in group decision making.
7. Define Social loafing. Explain how it affects group performance.
8. What is interpersonal communication ? Explain its process and relevance for group behaviour.