

Roll No.....

Total Pages: 3  
**14306**

**BBA/M-18**  
**HUMAN BEHAVIOUR AT WORK**  
Paper: BBA-208

Time: Three Hours

Maximum Marks: 80

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

**Compulsory Question**

1. Explain the following concepts :
  - (a) Group morale
  - (b) Competition and co-operation
  - (c) Brainstorming
  - (d) Feedback to communication.
2. What is Group Dynamics? Explain the role of group in organizational and individual effectiveness.
3. Why do individuals differ in their behaviour at workplace? Explain the role of biographical and other factors.
4. What is Group Cohesion? What are the factors which determine the cohesiveness in a group?
5. Define morale and examine its relationship to productivity. What are the major indices of low morale? Explain.
6. Discuss the advantages, disadvantages and techniques of group decision-making.
7. Describe the different barriers of effective communication. How can you overcome these barriers?
8. Write notes on the following :
  - (a) Identify the behaviours related with providing effective feedback.
  - (b) Group conformity.