

**BACHELORS IN BUSINESS ADMINISTRATION
(SERVICES MANAGEMENT) (BBASM)**

Term-End Examination

December, 2021

**BSM-07 : UNDERSTANDING HUMAN
BEHAVIOUR**

Time : 2 hours

Maximum Marks : 50

Note : Answer *all* the questions.

1. Answer all the questions. Each question carries
1 mark. *10×1=10*
- (a) What is Organizational Commitment ?
 - (b) Define Organizational Behaviour.
 - (c) What is Win-Win situation ?
 - (d) What is Counselling ?
 - (e) Explain High Turnover.
 - (f) What is Empowerment ?
 - (g) What are Values ?
 - (h) Who is a Task Performer ?
 - (i) What is Encounter Stress ?
 - (j) Who is an Extrovert ?

2. Answer any **five** of the following in about 100 words each. Each question carries 2 marks.

$5 \times 2 = 10$

- (a) Explain different types of attitude.
- (b) Describe different types of motivation.
- (c) Explain the importance of building rapport with the team.
- (d) Explain the basic skills of leadership in women.
- (e) Describe the various stages of negotiation.
- (f) What is Personality ?
- (g) Describe matrix organization.
- (h) Explain the types of emotions.

3. Answer any **four** of the following in about 250 words each. Each question carries 5 marks.

$4 \times 5 = 20$

- (a) How can one avoid workplace stress ?
- (b) Explain the advantages of employee motivation.
- (c) Describe the methods to improve team communication.
- (d) Discuss the qualities of a good leader.
- (e) Explain the reasons for conflict.
- (f) Explain job enrichment.

4. Answer any **one** of the following in about 500 words each :

$1 \times 10 = 10$

- (a) What are the determinants of personality ? Explain.
- (b) Explain different types of culture and how one can manage cultural change.