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BSM-007

**B. B. A. (SERVICE MANAGEMENT)
(BBASM)**

Term-End Examination

June, 2023

**BSM-007 : UNDERSTANDING HUMAN
BEHAVIOUR**

Time : 2 Hours

Maximum Marks : 50

Note : *All questions are compulsory.*

1. Answer *all* questions. Each question carries 1 mark. 1×10=10
 - (a) What is Organizational Citizenship Behaviour (OCB) ?
 - (b) Explain matrix organizational structure.
 - (c) What is situational stress ?
 - (d) What is delegation ?
 - (e) Explain job enrichment
 - (f) What is counselling ?
 - (g) What are Hygiene factors ?
 - (h) What is extraversion ?
 - (i) What is an organization ?
 - (j) What is universalism ?

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2. Answer any **five** questions in about **100** words each. Each question carries 2 marks. $2 \times 5 = 10$
- (a) List the determinants of personality.
 - (b) List the types of emotions.
 - (c) Differentiate between safety needs and self-esteem needs.
 - (d) What is turnover route ?
 - (e) Enlist the advantages of centralization.
 - (f) What is line organization ?
 - (g) What is open-door policy ?
 - (h) Enlist different types of organizational culture.
3. Answer any **four** questions in about **250** words each. Each question carries 5 marks. $5 \times 4 = 20$
- (a) What are the contributing factors towards bringing change in organizations ?
 - (b) Explain the objectives of organizational behavior.
 - (c) Explain any *two* dimensions of values and its importance in an organization.
 - (d) Discuss the ways of motivating employees, citing examples.

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- (e) Discuss the brief the process of negotiation.
 - (f) Explain the stages of conflict.
4. Answer any **one** question in about **500** words.
Each question carries 10 marks. 10×1=10
- (a) Define stress. What are the consequences of stress in the workplace ? Explain with examples.
 - (b) Identify different leadership styles and explain the pros and cons of each style.