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BSM-007

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

Term-End Examination

June, 2024

**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. 10×1=10
 - (a) What do you mean by Organizational Behaviour ?
 - (b) Define Personality.
 - (c) What is Individual Behaviour ?
 - (d) List out the methods of Training.
 - (e) What is Job rotation ?
 - (f) Define Motivation.
 - (g) What are Hygiene factors ?

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- (h) What is team dynamics ?
- (i) What is organizational structure ?
- (j) What is conflict management ?

2. Answer any *five* questions in about *100* words each. Each question carries 2 marks. $5 \times 2 = 10$

- (a) List the determinants of personality.
- (b) List out the factors of individual behaviour.
- (c) Differentiate between Training and Development.
- (d) Enlist the Maslow's Need Hierarchy theory.
- (e) Give the different types of organizational structure.
- (f) What is centralization and decentralization ?
- (g) What do you mean by organizational climate ?
- (h) What do you mean by Sensitivity Training ?

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3. Answer any **four** questions in about **250** words each. Each question carries 5 marks. $4 \times 5 = 20$
- (a) Explain the scope and the importance of organizational behaviour.
 - (b) Explain the role of communication in the organization.
 - (c) Explain the causes of stress.
 - (d) What do you understand by values and vision ?
 - (e) Explain the stages of Negotiations.
 - (f) Explain the process of organizational development.
4. Answer any **one** question in about **500** words. Each question carries 10 marks. $1 \times 10 = 10$
- (a) Explain the types of teams with relevant examples.
 - (b) Explain the theories of Motivation with examples.

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