(Following Paper ID and Roll No. to be filled in your Answer Book)

PAPER ID : 1259   Roll No. ☐☐☐☐☐☐☐☐☐☐☐

B.Tech.

(SEM. III) ODD SEMESTER THEORY EXAMINATION 2013-14

HUMAN BEHAVIOUR ("INCLUDING HUMAN SOCIOLOGY AND PSYCHOLOGY")

Time : 3 Hours   *Total Marks : 80*

Note :– Attempt questions from each Section as indicated.

SECTION–A

1. Attempt **all** parts of the questions. Each part carries 2 marks:

                                        (2×8=16)

    (a) Define Human Behaviour.

    (b) What is Human Capital ?

    (c) What are Informal Groups ?

    (d) Define Job Enlargement.

    (e) Explain the importance of Motivation.

    (f) Enumerate the traits of a Good Leader.

    (g) Differentiate between attitudes and values.

    (h) Write down the outcomes of Hawthorne experiments.

SECTION–B

2. Attempt any **four** parts. Each part carries 8 marks :

$$(8×3=24)$$

(a) Define Group Dynamics. Why Informal groups came into existence ?

(b) Discuss various theories of personality shaping. Explain any one in detail.

(c) State the dysfunctional aspects of organizational politics. What should a manager do to effectively handle organizational politics ?

(d) What do you mean by managerial skills ? Discuss in brief various managerial skills.

(e) State the various features of behavioral science approach.

SECTION–C

3. Attempt all **five** questions. Each question carries 8 marks :

$$(8×5=40)$$

(a) Discuss any five types of perceptual errors and suggest its measures to check such errors.

(b) What do you understand by Human Capital ? Discuss its roles and skills.

(c) What is the importance of attitude ? Explain any four in detail.

(d) What is meant by emotional intelligence ? How can a person control his emotions at the work place ?

(e) Write short notes on any **four** :

   (i) Halo Effect

   (ii) Altruism

   (iii) Attribution Theory

   (iv) Herzberg Theory

   (v) Empathy and Sympathy.

(f) Describe managerial grid. How can it be used for imparting training in leadership ?

(g) "Conflict: Good or Bad" comment on this statement.