

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

PAPER ID :**Roll No.**

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B. TECH.**Theory Examination (Semester-IV) 2015-16****HUMAN BEHAVIOUR INCLUDING HUMAN SOCIOLOGY AND PSYCHOLOGY****Time : 3 Hours****Max. Marks : 100****SECTION-A**1. Attempt **all** parts in the following :**(2×10=20)**

- a) Selective perception.
- b) Workforce Diversity.
- c) Leadership Styles.
- d) Power and Authority.
- e) Social Loafing.
- f) Importance of human behaviour.
- g) Prosocial Behaviour.
- h) Types of Motivation.
- i) Organisational politics
- j) Nature of power

SECTION-B

2. Attempt any five parts :

(10×5=50)

- a) Explain the theories of personality. Which of them is convincing to you and why ?
- b) What are the steps in perception process? Describe the common perception errors/distortions.
- c) Define the concept of learning. Differentiate between operant conditioning and classical conditioning?
- d) Explain job satisfaction and its link with productivity. What factors determine job satisfaction?
- e) Define motivation. Discuss different theories of motivation.
- f) How did concept of scientific management and human relation approach lay the foundation of human behaviour?
- g) Explain conflict and discuss the conflict management techniques in organisations.
- h) Explain the attitudes affecting an individual's behavior and discuss the role of a manager in changing the attitudes of workers.

SECTION-C

Attempt any two parts :

(15×2=30)

3.
 - a) Explain the nature and scope of human behaviour. How the understanding of human behaviour helps managers?
 - b) "Non-financial incentives are as strong as financial ones to motivate an employee". Critically examine this statement.
4.
 - a) "Leadership is the driving force which gets things done by others". Comment on this statement.
 - b) Explain the concept of group and group dynamics? What are the various stages of group development?
5.
 - a) What are the various factors which affect group cohesiveness ? Establish relationship between group cohesiveness productivity.
 - b) Explain the concept and. Distinguish between positional power and personal power. What are the bases of power?