

This question paper contains 3 printed pages]

Your Roll No.

168

B.Sc. (Hons.)/II

C

ELECTRONICS

Human Behaviour at Work

(Qualifying)

Time : 3 Hours

Maximum Marks : 100

(Write your Roll No. on the top immediately on receipt of this question paper.)

Attempt any *five* questions.

All questions carry equal marks.

1. Point out specific responsibilities of business towards :

- (a) Employees
- (b) Consumers and
- (c) Community and public in general.

P.T.O.

2. Define informal organization. Discuss features, benefits and limitations of such an organisation.
3. Discuss the meaning and nature of organizational behaviour. Explain the variables that affect/determine organizational behaviour.
4. Define "Communication". Explain its process. Also differentiate between formal communication and informal communication.
5. Discuss Herzberg's two factor theory of motivation. Differentiate it from Maslow's theory of Hierarchy of Needs.
6. Define leadership and describe its essential features. Differentiate it from managership. Also discuss importance of leadership.
7. Explain, in detail, situational theory of leadership. Also differentiate it from behavioural leadership theories.
8. Define "morale" and "productivity". Explain the relationship between the two.

9. Explain tools or techniques of controlling.
10. Write notes on any two :
 - (a) Process of control
 - (b) Formal communication networks
 - (c) Barriers to effective communication
 - (d) Styles of leadership.