

**1059**

B. Voc. (Retail Management) Fourth Semester  
GFC-203: Managing Behaviour at Work Place (OLD)

Time allowed: 3 Hours

Max. Marks: 80

**NOTE:** Attempt five questions in all, including Question No. 1 which is compulsory and selecting two questions from each Unit.

x-x-x

I. Answer any four of the following:-

- a) What is emotional intelligence?
- b) What are power centres'?
- c) Democratic leader
- d) Importance of team building.
- e) "V" type of workers
- f) Need of Learning

(4x5)

**UNIT – I**

- II. Explain the Maslow's Need Hierarchy theory of motivation. (15)
- III. What is perception'? Explain various factors influencing the perception of an individual. (15)
- IV. Define attitude. How is it different from values'? How can it be measured? (15)
- V. Explain the steps in process of "learning". (15)

**UNIT – II**

- VI. "Leaders are born not made". Comment. (15)
- VII. Define stress? How can one overcome it? (15)
- VIII. Explain the steps in communication process. Also explain various barriers to effective communication. (15)
- IX. Explain the various factors affecting organizational climate. (15)

x-x-x