

1057

B. Voc. (Retail Management)

Fourth Semester

GFC-203: Managing Behaviour at Work Place

Time allowed: 3 Hours

Max. Marks: 80

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

x-x-x

I. Attempt any four of the following:-

- a) Discuss the scope of OB.
- b) Discuss the types of motivation.
- c) What do you mean by perceptual selectivity?
- d) Define emotional labour.
- e) Distinguish between Group and Team?
- f) Discuss the potential sources of stress.

(4x5)

### UNIT – I

- II. Define Perception. Discuss the factors influencing perception and managerial application of perception. (15)
- III. Define Personality. Discuss the various types of personality. (15)
- IV. What is Organizational Behavior?-Discuss the need and importance of organizational behaviors. (15)
- V. What do you mean by Learning? Discuss the process of learning. (15)

### UNIT – II

- VI. Discuss the role of power and politics in organizations. (15)
- VII. Define leadership and give its characteristics. What are the important traits of an effective leader? (15)
- VIII. Explain the barriers to communication. Bring out the requisite for effective communication. (15)
- IX. Explain the features of organizational climate. What factors influence the climate of an organization? Discuss in brief. (15)

x-x-x