

(4)

Unit - III

FkaeF- III

6. What do you mean by 'morale'? Describe the various methods of measuring it. 15

"ceveeyue mes Deche keblee mecePeles nIP Fmekeá ceche keáer eDeeVee eDeeDeeWkeáe JeCete keáepes-

7. "Transactional Analysis should not be used in Organization behaviour". Critically evaluate the statement. 15

"uesveoye meDeer eDeeMeseCe keás melie"veelckeá JÚeJenej celWDeeie cellVeneK eueJee peevve ÚeeehS~" Fme keáLeve keáe DeueesDeveelckeá cetúÚeekeáve keáepes-

Unit - IV

FkaeF- IV

8. State and explain the various models of organisational conflicts. 15

melie"veelckeá melie-ek keá eDeeVee Deelle™heewkeá GuueKe keáepes lLee GvnWmecePeeFS-

9. Why groups are formed? Explain some of the theories of group formation. 15

mecnehkeá eDeeCe keáeWheDee nIP meceh eDeeCe keáereDeeJ OeejeDeel hej Dekeáe [eepes-

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Roll No. _____

SFA-4114

P.G. Diploma in Human Resources & Management Examination, 2015
Third Paper
(Organizational Behaviour)

Time Allowed : Three Hours] [Maximum Marks : 100

Note : Answer Five questions in all. Question No.1 is compulsory. Attempt one question from each Unit.

kegue heeBe DeMveelkeá Gøej oepes- DeMve meD 1 DeeDeeDee nW DeÚkeá FkaeF & mes Skeá DeMve keáepes-

1. Write short answers of the following : 40

eDeeDeeDeeKele keá meliehele Gøej eDeeKeS :

(a) Organisational Structure

melie"veelckeá melj Úeeve-

(b) Leadership

veeDeJe

(c) Joint Counselling

meDegeá eDeeJ eDeeDee

P.T.O.

(2)

- (d) Non-monetary Motivation
DeeLeDeeDee DeeVeej Cee
- (e) Factors affecting Employee Morale
keaceDeejer ceveeyue keacs DeYeeDele keaj ves Jeeves leSka
- (f) Types of Conflicts
melle-ek kea Dekeaj
- (g) Bargaining Model
meenyeepeer Dee™he
- (h) Importance of Human Relation
ceveJeeDe meycDeeWkeac enIJe
- (i) Discovery of Conflicts
melle-ek keaer peevekeaj er
- (j) Team Development
oue eDekeame

Unit - I

FkeacF&- I

2. "Organizational behaviour basically means studying behaviour of individuals which can't be predicted. Hence there is no relevance to study Organization behaviour". Critically evaluate the statement. 15
- "meie"vepevDe JUeJenej keac DeLe&hauele: JUeebaUeeWkeaj JUeJenej

(3)

- keac DeOUeeve keaj vee nwepemekeac YeeDe-UeeCeer veneRkeac pce mekaalee nweDele: meie"vepevDe JUeJenej kea DeOUeeve keac keacF&Deemebi keaalee veneRnwe" Fme keaLeve keac DeueeDeveelceka cetiUeekeave keacepeS~
3. "The most difficult task of managers is to keep their work force intrinsically motivated." Critically evaluate the statement with suitable examples. 15
- "DeYeeDele keac meyemes keac"ve keaUe&Deheves keaUeeDe keacs DeUeeJeele: DeeVeeDeeJee jKevee nwe~ Fme keaLeve keac DeueeDeveelceka cetiUeekeave GheUeegea GoenjCe otes nS keacepeS~

Unit - II

FkeacF&- II

4. What is communication? Discuss in brief the elements and functions of communication 15
- meDeej kaale nwe? meDeej kea lelJeeMDeej keaUeekeac meDeehle celUeeDee keacepeS~
5. State the various methods of business communication used in modern world. 15
- DeeDeeDee kea eDeUee celUeeJeeDeeUeekeac meDeeseCe eDeeDeeUee DeUeeDee celUeeDee peer nwe?