

Reg. No.

--	--	--	--	--	--	--	--	--	--



## BBABMC 309/BBMBMC 309

Credit Based V Semester B.B.A./B.B.M. Degree

Examination, September/October 2020

(2012 Scheme)

**ORGANISATIONAL BEHAVIOUR**

(Repeaters)

Time : 3 Hours

Max. Marks : 120

(50x3=150)

### SECTION – A (2 Marks each)

Answer **any ten** questions :

(2x10=20)

1. a) Define Organisational Behaviour.
- b) Who is a 'Endomorph' ?
- c) What is trait ?
- d) Define Perception.
- e) What is an 'id' ?
- f) What is meant by 'Locus of Control' ?
- g) Give the meaning of Self-esteem.
- h) What are motivators ?
- i) What do you mean by group cohesiveness ?
- j) What are informal groups ?
- k) What is role ambiguity ?
- l) What do you mean by counseling ?

### SECTION – B (8 Marks each)

Answer **any five** questions in **not more than 2 pages each** :

(8x5=40)

2. Explain briefly Maslow's need hierarchy theory of motivation.
3. Explain the key elements of organisational behaviour.

P.T.O.



15



4. What are the financial and non-financial incentives used in employee motivation ? Explain.
5. Write a note on transactional analysis.
6. Why do people join and form group ?
7. Define Power. Explain the various types of power.
8. Explain the types and uses of counseling.

**SECTION – C (20 Marks each)**

Answer the following questions in **not** more than **6** pages **each**. **(20×3=60)**

9. Define Personality. Explain the determinants of personality.

OR

Describe the historical development of organisational behaviour.

10. Define attitude. Discuss the nature, components and functions of attitude.

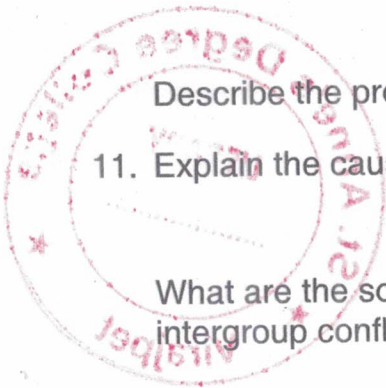
OR

Describe the process of perception.

11. Explain the causes and strategies to manage the stress.

OR

What are the sources of inter-group conflict ? Explain the strategies resolving intergroup conflict.



Reg. No.

--	--	--	--	--	--	--	--	--	--



**BBABMC 315/BBMBMC 315**

**Credit Based V Semester B.B.A./B.B.M. Degree  
Examination, Sept./Oct. 2020  
(2012 Scheme) (Repeaters)  
HUMAN RESOURCE MANAGEMENT – I (Elective)  
(Human Resource Development)**

Time : 3 Hours

Max. Marks : 120

**SECTION – A (2 marks each)**

Answer **any ten** questions from the following :

**(2×10=20)**

1. a) What is "Quality circle" ?
- b) What is "Flexi Time" ?
- c) What is "Role Analysis" ?
- d) Define "Training".
- e) Mention any two merits of lecture method of training.
- f) What is 360 degree performance appraisal ?
- g) What is "peer appraisal" ?
- h) What is "Moonlighting" ?
- i) What is "Globalisation" ?
- j) State any two types of HR records.
- k) State any two important differences between training and development.
- l) What is "Mentoring" ?





**SECTION – B (8 marks each)**

Answer **any five** questions from the following :

(8×5=40)

2. Describe the functions of employee counseling.
3. What is training ? Explain the types of training.
4. What is on-the-job training ? State any six important advantages of on-the-job training.
5. Briefly explain the essentials of an effective performance appraisal system.
6. Explain the advantages of human resource accounting.
7. Explain the causes for organisational change.
8. What is human resource outsourcing ? What are the advantages of human resource outsourcing ?

**SECTION – C (20 marks each)**

Answer **all** questions subject to internal choice :

(20×3=60)

9. Define "Human Resource Development". How is it different from human resource management ? Explain the significance of human resource development in the success and growth of an organisation.

OR

Define "Performance Appraisal". Explain the important methods of performance appraisal.



10. Describe the various causes for resistance to change. Suggest your remedial measures to minimise resistance to change.

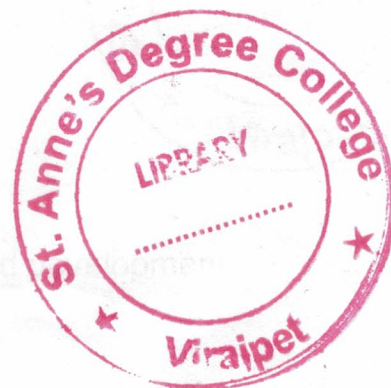
OR

Describe the importance of training in the fast changing environment. Explain in brief the principles of sound employee training programme.

11. a) What is HR Audit ? What are the advantages of HR audit ? 10

b) Veekshith has been employed for six months in the account section of a large textile company in Mumbai. You have been his supervisor for the past three months. Recently, you have been asked by the management to find out the contributions of each employee in the accounts section and monitor carefully whether they are meeting the standards set by you. A few days back you have completed your formal investigation and with the exception of Veekshith, all seems to be meeting the targets set by you. Along with numerous errors, Veekshith's work is characterised by low performance – often does 20% less than other clerks in the department. As you look into Veekshith's performance review sheets again, you begin to wonder whether some of the remedial training is needed for people like him.

- a) As Veekshith's supervisor can you find out whether poor performance is due to poor training or some other cause ?
- b) If Veekshith is inadequately trained, how would you go about introducing a remedial training programme ? (5+5)





Reg. No.

--	--	--	--	--	--	--	--	--	--

**BBABMC 311/BBMBMC 311**

**Credit Based V Semester B.B.A./B.B.M. Degree  
Examination, September/October 2020  
(2012 Scheme) (Repeaters)  
EXPORT MANAGEMENT**

Time : 3 Hours

Max. Marks : 120

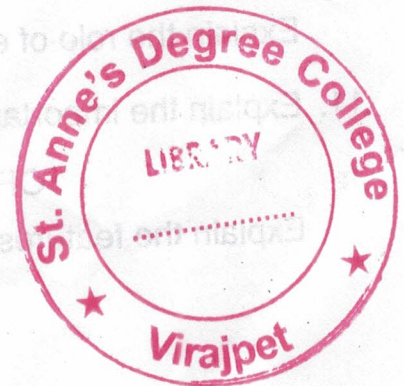
- Instructions :**
- 1) Section – A : Answer in one or two sentences each.
  - 2) Section – B : Answer in not more than two pages each.
  - 3) Section – C : Answer in not more than six pages each.

**SECTION – A  
(2 marks each)**

**(2×10=20)**

Answer any ten of the following :

1. a) What is Mate's receipt ?  
b) Name two accounts of Balance of payment.  
c) What is Tariff ?  
d) Who is forwarding agent ?  
e) Write the meaning of import trade and export trade.  
f) What is Dumping ?  
g) Expand ITPO.  
h) What is price escalation ?  
i) When is clean bill of lading issued ?  
j) What is meant by Trading Block ?  
k) Write the meaning of transfer pricing.  
l) Write any two benefits of International Trade.



P.T.O.

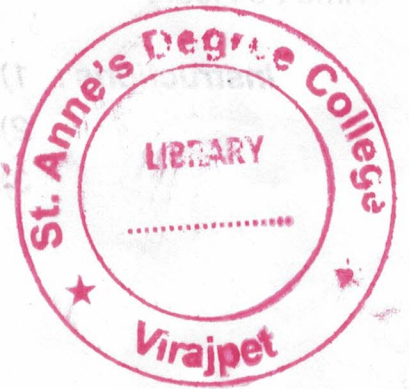


SECTION – B  
(8 marks each)

Answer any five of the following :

(8×5=40)

2. Explain the causes of disequilibrium in Balance of payment.
3. Write a note on State Trading Corporation (STC) of India.
4. Explain the features of Export Management.
5. Explain the advantages of Indirect Exporting.
6. What are the objectives of Export Pricing ? Explain.
7. Explain different types of Import Quotas.
8. Explain the functions of WTO.



SECTION – C  
(20 marks each)

Answer the following :

(20×3=60)

9. Explain the methods of correcting disequilibrium in the balance of payment.

OR

Explain the terms and modes of payment to Exporters.

10. Explain the various procedure to be followed by an exporter while exporting.

OR

Explain the role of export promotion agencies in promoting exports of India.

11. Explain the important trade barriers in International transactions.

OR

Explain the features of International Trade.

