



SARDAR PATEL UNIVERSITY

B.B.A. (SEM-V) (HONOURS)-ITM (3 YEARS) EXAMINATION

THURSDAY, 16<sup>TH</sup> NOVEMBER, 2017

SUB: ADVANCE HUMAN RESOURCE MANAGEMENT- UM05EBBI11

TIME: 10:00 PM TO 12:00 PM

TOTAL MARKS: 60

Q-1 (A) What is Organizational Behavior? Explain the various factors which affect human behavior at work. (8)

(B) Define the S.O.B.C model of human behavior. (7)

OR

Q-1 (A) Explain the term Personality. Discuss the determinants of personality in detail. (8)

(B) Discuss the Freudian and Neo Freudian stages of personality. (7)

Q-2 (A) What do you understand by the term perception and sensation? Discuss the perceptual selectivity. (8)

(B) Elaborate the perceptual process. (7)

OR

Q-2 (A) Define learning and explain the factors affecting learning. (8)

(B) Discuss the components of learning process. (7)

Q-3 (A) What is interpersonal behavior and Transactional analysis? Define the benefits and uses of transactional analysis. (8)

(B) Write a sort note on Transactions. (7)

OR

Q-3 (A) Define the quality of work life and explain the techniques (Approaches) for improving QWL. (8)

(B) Write a sort note on Work Life Balance. (7)

Q-4 (A) What is Group Dynamics? Explain the stages of group development. (8)

(B) Explain in detail the Group Cohesiveness. (7)

OR

Q-4 (A) Define the meaning of Team and discuss the difference between group and team and explain the importance of team. (8)

(B) Discuss the characteristics of an effective team. (7)

— X —