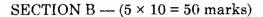
(3006ORB15)

B.B.A. DEGREE (CBCS) EXAMINATION, OCTOBER/NOVEMBER 2017.

(Examination at the end of Third Semester)



- 6. Leadership.
- Power centres.
- 8. Emotions.



UNIT IV

Answer ONE from each Unit.

15. Explain how groups are formed in organisation.

UNIT I

Or

9. What is organisational behaviour and discuss the nature and scope of organisational behaviour.

16. Describe the importance of communication in organisation.

Or

UNIT V

10. Explain the significance of organisational behaviour.

17. Define leadership and explain the major theories of leadership.

UNIT II

Or

11. Define personality and identify the various factors that are influersing personality.

18. Differentiate leaders Vs managers in detail.

Or

12. Explain the concept of misbehaviour and intervention of management in organisational behaviour.

UNIT III

13. Define attitudes and explain how attitude are formed.

Or

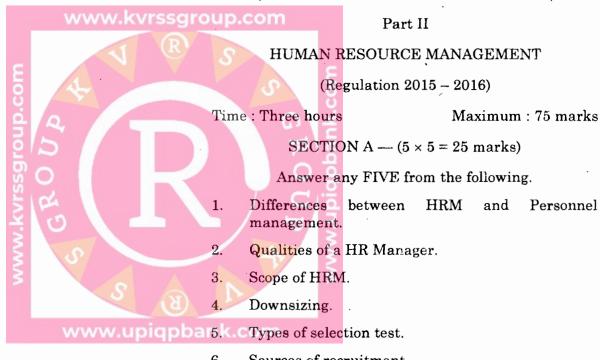
14. Explain the significance of motivation on the performable of employees.

3

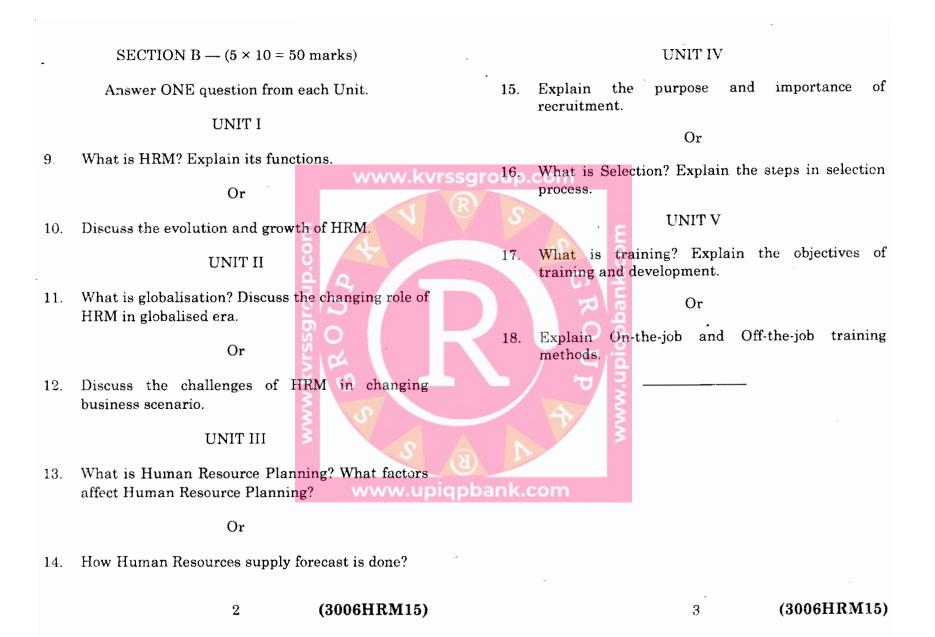
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- 6. Sources of recruitment
- Need for training
- 8. Off-the Job training.



(3006OPM15)

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Time study.

8.

SECTION B — $(5 \times 10 = 50 \text{ marks})$

Answer ONE of the following from each Unit.

UNIT I

9. What is operations management? Briefly explain the scope, objectives and its interaction with other functional areas.

Or

10. Distinguish between manufacturing and service operations with examples.

UNIT II

11. Define material handling. Explain about different material handling equipment.

Or

12. What is plant location? Discuss the different factors effecting plant location.

UNIT III

13. What is work measurement? Briefly explain the pigpbank.com techniques of work measurement.

Or

14. What is maintenance management? Explain about different maintenance alternatives.

UNIT IV

What is operations planning? Briefly explain the objectives of operations planning.

Or

Discuss the scope of operations planning and 16. control.

UNIT V

What are the different techniques of operations control?

Or

What is operations control? List out the benefits of 18. operations control.

3