

(3006ORB15)

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

(Examination at the end of Third Semester)

Part II

ORGANIZATION BEHAVIOUR

(Regulation 2015-2016)

Time : Three hours

Maximum : 75 marks

SECTION A — (5 × 5 = 25 marks)

Answer any FIVE from the following.

1. Need of organisational behaviour.
2. Types of personality.
3. Values.
4. Motivation.
5. Team building.
6. Leadership.
7. Power centres.
8. Emotions.



SECTION B — (5 × 10 = 50 marks)

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

10. Explain the significance of organisational behaviour.

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

UNIT II

UNIT V

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

18. Differentiate leaders Vs managers in detail.

Or

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 performance of employees.

(3006HRM15)

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Part II

HUMAN RESOURCE MANAGEMENT

(Regulation 2015 – 2016)

Time : Three hours

Maximum : 75 marks

SECTION A — (5 × 5 = 25 marks)

Answer any FIVE from the following.

1. Differences between HRM and Personnel management.
2. Qualities of a HR Manager.
3. Scope of HRM.
4. Downsizing.
5. Types of selection test.
6. Sources of recruitment
7. Need for training
8. Off-the Job training.

SECTION B — (5 × 10 = 50 marks)

Answer ONE question from each Unit.

UNIT I

9. What is HRM? Explain its functions.

Or

10. Discuss the evolution and growth of HRM.

UNIT II

11. What is globalisation? Discuss the changing role of HRM in globalised era.

Or

12. Discuss the challenges of HRM in changing business scenario.

UNIT III

13. What is Human Resource Planning? What factors affect Human Resource Planning?

Or

14. How Human Resources supply forecast is done?

UNIT IV

15. Explain the purpose and importance of recruitment.

Or

16. What is Selection? Explain the steps in selection process.

UNIT V

17. What is training? Explain the objectives of training and development.

Or

18. Explain On-the-job and Off-the-job training methods.

(3006OPM15)

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Part II

OPERATIONS MANAGEMENT

(Regulation 2015–2016)

Time : Three hours

Maximum : 75 marks

SECTION A — (5 × 5 = 25 marks)

Answer any FIVE of the following.

1. Scope of operations management.
2. Primary factors effecting location of plant.
3. Material requirement planning.
4. Product layout.
5. Mass production.
6. Capacity planning.
7. Objectives of operation planning
8. Time study.

SECTION B — (5 × 10 = 50 marks)

UNIT IV

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 techniques of work measurement.

Or

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

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

Or

16. Discuss the scope of operations planning and control.

UNIT V

17. What are the different techniques of operations control?

Or

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