

(3006ORB15)

**B.B.A. (Bachelor of Business Administration) DEGREE
(CBCS) EXAMINATION, NOVEMBER 2016.**

(Examination at the end of Third Semester)

Part II

ORGANIZATION BEHAVIOUR

(Regulation 2015-16)

Time : Three hours

Maximum : 75 marks

SECTION A — (5 × 5 = 25 marks)

Answer any FIVE from the following.

1. Organisational behaviour.
2. Types of learners.
3. Emotional labour.
4. Values.
5. Motivation.
6. Team building.
7. Leadership.
8. Power centres.

SECTION B — (5 × 10 = 50 marks)

UNIT IV

Answer ONE from each unit.

15. Explain how groups are formed in organizations.

UNIT I

Or

9. Define organisational behaviour. Discuss the nature and scope of organisational behaviour.

16. What is group decision making? Discuss the techniques of group decision making.

Or

10. What is organizational behaviour? Discuss various organisational behaviour models.

17. Define leadership. Discuss the various theories of leadership.

UNIT II

Or

11. Define personality. Enumerate the factor influencing personality.

18. Discuss the functions of power and politics in the organisational context.

Or

12. What is emotional intelligence? Explain the theories of emotional intelligence.

UNIT III

13. Define attitudes. Explain how attitudes are formed.

Or

14. What is perception? Discuss the factors influencing perception.

(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. Objectives of HRM.
2. Need for HRP.
3. Factors affecting recruitment.
4. Placement.
5. Delphi Technique.
6. Barriers to effective selection.
7. Simulation.
8. Types of interviews.

SECTION B — (5 × 10 = 50 marks)

Answer ONE question from each Unit.

UNIT I

9. Define Human Resource Management. Explain the functions of HRM and its significance.

Or

10. Discuss the role of the executives in the organisations. How they can overcome the challenges in the globalised markets.

UNIT II

11. Elaborate the evolution of HRM in Indian Scenario.

Or

12. What are developments of HRM in the era of globalisation? Bring out challenges of HRM in modern period.

UNIT III

13. What is Human Resource Planning? What are the characteristics of successful HRP? Discuss the significance of HRP.

Or

14. Define HRP and explain the factors affecting HRP. What are the requisites for effective HRP implementation?

UNIT IV

15. Discuss the steps involved in designing recruitment in an organisation. What are the merits and demerits of internal of internal recruitment?

Or

16. What is selection? What are the steps in selection process? Explain the relationship between selection and recruitment.

UNIT V

17. Briefly outline the steps involved in conducting a training programme in a systematic way.

Or

18. What do you mean by management development? Explain various methods of management development programme.

(3006OPM15)

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Part II

OPERATIONS MANAGEMENT

(Regulation 2015-2016)

Maximum : 75 marks

Time : Three hours

SECTION A — (5 × 5 = 25 marks)

Answer any FIVE of the following.

1. Objectives of POM.
2. Manufacturing operations.
3. Product layout.
4. Batch production.
5. Scheduling.
6. Time study.
7. Shop floor.
8. JIT.



SECTION B — (5 × 10 = 50 marks)

Answer ONE of the following from each Unit.

9. Explain what is production process? Distinguish between manufacturing and service operations with examples.

Or

10. Discuss the emerging role of POM in India.

11. Define the term location? Discuss the factors which determine the location of a plant.

Or

12. What do you mean by layout? Mention the types of layout and explain briefly.

13. What is capacity planning? Discuss its importance in POM.

Or

14. What is work measurement? Briefly explain the techniques of work measurement.

15. Discuss the scope and functions of production planning and control.

Or

16. What is Material Requirement Planning (MRP)? Write the objectives of MRP.

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

Or

18. What is quality control? Mention different types of quality control.

