Dr. Babasaheb Ambedkar Open University
Term End Examination December – 2019

Course	**:**	**BBA/DBA**	**Date**	**:**	**07-Jan-2020**
Subject Code	**:**	**BBAN-104**	**Time**	**:**	**03:00pm to 06:00pm**
Subject Name	**:**	**Fundamental of Human Skills**	**Duration**	**:**	**03 Hours**
			Max. Marks	**:**	**70**

Section A

Answer the following (Attempt any three) **(30)**

1. What are the causes of conflict? Discuss the steps in managing conflict.
2. Discuss the various determinants of personality. Explain its significance for the HR professionals.
3. Explain the relation between behavior and personality
4. Explain the importance of Group dynamics.
5. Explain the SCARF model of threats and rewards.

Section B

Answer the following (Attempt any four) **(20)**

1. Describe the importance of receiving feedback.
2. Explain the difference between boss and coach
3. Explain the process of Coaching. Will you follow the same process or some other strategy?
4. Explain the concept of Johari Window.
5. Differentiate between traits and behaviors.
6. Explain the four stages of group formation.

Section C

Part – A (Multiple Choice Questions) **(10)**

1 What is meant by the term 'management by objectives'?

A	A system of giving the authority to carry out certain jobs by those lower down the management hierarchy.	B	The system of management that is based on bringing together experts into a team
C	The setting of objectives to bring about the achievement of the corporate goals	D	The control of the organization by those in the 'head office'.

2 Workforce planning involves all of the following except

A	examining production plans in a factory	B	organizing the training of staff
C	forecasting future personnel requirements	D	preparing and maintaining personnel records

3 An advantage of recruitment from outside the company is

A	that it is cheaper than internal recruitment	B	that it brings in new experience and skills to the firm
C	that there is no need to advertise the vacancy	D	that it avoids jealousy within the firm

4 What is meant by the term functional management?

A	A system of business organization that is based on an individual having a wide range of skills	B	A type of management that is based more on personality
C	A system that groups together various jobs and is organized by departments, sections or functions	D	A system that supports a flat form of command chain

5 Most management teams use 'appraisal' but what is meant by this term?

A A system used to improve the performance of personnel
B The main way in which an employees wages are determined
C A system of reward points offered by retailers to attract customer loyalty
D The evaluation of an individual employee's performance over a given period of time

6 Piecework is a payment system where the worker is

A paid overtime for any hours worked beyond 40 per week
B rewarded for good conduct
C is paid a minimum of Skk 55 per hour
D is paid for what he or she achieves

7 Ineffective planning of workforce would be highlighted by

A Recruitment and selection problems
B The need to out source some of the production
C A need to offer retraining to current employees
D An opportunity to increase the use of mechanization

8 What is meant by the term delegation?

A A system of management that relies on consulting employees before making decisions
B The process of using goals as the best way of motivating managers to achieve corporate targets/objectives
C The giving of tasks by a manager to a subordinate
D A style of management supported by Taylor

9 Which of the following will influence the method of recruitment and selection used by a company?

A The state of the economy
B The size of the organization
C The type of training programmes used by the company
D The possible expansion of business abroad

10 Which of the following is an accurate definition of recruitment?

A The process of attempting to fill gaps that exist in the skills of the current labor force
B The system of following someone around and noting how they perform their duties
C The process by which companies fill the need to find new employees
D A statement that enshrines the fundamental objectives of the company

Part – B (Do as Directed) **(10)**

Define the following :

1 Empathy
2 Storming
3 Emotional Intelligence
4 Conformity
5 Psychomotor
6 Neuroticism
7 Personal Competence
8 Culture
9 Non Verbal Communication
10 Barrier of Communication