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BSM-007

**BACHELOR OF BUSINESS
ADMINISTRATION (SERVICES
MANAGEMENT) (BBASM)
Term-End Examination**

June, 2026

**BSM-007 : UNDERSTANDING HUMAN
BEHAVIOUR**

Time : 2 Hours

Maximum Marks : 50

Note : All questions are compulsory.

1. Answer all the questions. Each question carries 1 mark. 10×1=10

State whether the following statements are True or False :

- (i) Values are a set of strong and secure, long-lasting belief in what is important to a person.

- (ii) Charisma is not a trait and characteristic of effective leader.
- (iii) Felt Conflict is the stage in which the conflict is not only perceived but felt and acknowledged
- (iv) Line organization is the simplest and oldest type of structure of the organization.
- (v) Culture is called the attitude, behaviour and behavioural patterns that control how a person communicates with others.

Fill in the blanks :

- (vi) _____ is an outgoing, socially confident person.
- (vii) _____ refers to the way in which one acts or conducts oneself, especially towards others.
- (viii) _____ is the assignment of any authority to another person to carry out specific activities.
- (ix) Leadership is a quality of _____.

- (x) The _____ view states that all conflict should be avoided.
2. Briefly explain any *five* of the following in about **100** words each : 5×2=10
- (a) Personality Traits
 - (b) Types of Attitudes
 - (c) Types of Motivation
 - (d) Team Communication
 - (e) Transformational Leadership
 - (f) Centralization vs. Decentralization
 - (g) Qualities of a good leader
3. Answer any *four* of the following in about **250** words : 4×5=20
- (a) What are the objectives of Organizational Behaviour ? Explain the key factors affecting organizational behaviour ?
 - (b) What are the consequences of stress in workplace ? How can workplace stress be reduced ? Explain.

- (c) Explain the various types of conflicts which occur in an organization. How to resolve them ?
 - (d) What is the meaning of Organizational change ? Explain the causes of organizational change.
 - (e) What are the various dimensions used to understand values ? Explain.
 - (f) Explain Maslow's Hierarchy of Needs Theory.
4. Answer any *one* of the following questions in about **500** words : 1×10=10
- (a) What is the meaning of Negotiation ? Explain the stages in which negotiation takes place.
 - (b) Explain the various types of Organizational structure which an organization can implement. Draw them as an example.

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