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**BCMOSV 155**

**Credit Based Second Semester B.Com. Degree Examination, September 2022  
(2018 – 19 and Earlier Batches)  
OFFICE MANAGEMENT AND SECRETARIAL PRACTICE (Voc.)  
Paper – IV : Motivation and Group Dynamics**

Time : 3 Hours

Max. Marks : 80

**SECTION – I**

Answer **any four** of the following :

**(4×5=20)**

1. Briefly explain the Motivation process.
2. Distinguish between formal and informal groups.
3. Explain the significance of perception.
4. What are the objectives of Quality Circle ?
5. Describe the nature of attitude.

**SECTION – II**

Answer **any four** of the following :

**(4×10=40)**

6. Explain the different stages of Group Development.
7. What is Perception ? Explain the factors influencing perception.
8. Explain the importance of Motivation.
9. What is meant by Quality Circle ? Explain the phases in Quality Circle.
10. Define Attitude. Explain its components.

**P.T.O.**



SECTION – III

11. Write short notes on **any five** of the following :

**(5×4=20)**

- a) Group Norms.
  - b) McGregor's Red Hot Stove Rule.
  - c) Exchange Theory.
  - d) Command Groups.
  - e) Perception Process.
  - f) Homan's Theory.
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