

MBA and MBA (Banking & Finance)

ASSIGNMENT
for
January 2022 and July 2022 sessions

MMPC-011: Social Processes and Behavioural Issues

(Last date of submission for Jan 2022 Session is 30th April 2022 and for July 2022 Session is 31st October 2022).



School of Management Studies
INDIRA GANDHI NATIONAL OPEN UNIVERSITY
MAIDAN GARHI, NEW DELHI – 110 068

ASSIGNMENT

Course Code	:	MMPC-011
Course Title	:	Social Processes and Behavioural Issues
Assignment Code	:	MMPC-011/TMA/JAN/2022
Coverage	:	All Blocks

Note: Attempt all the questions and submit this assignment to the coordinator of your study centre. **Last date of submission for Jan 2022 Session is 30th April 2022 and for July 2022 Session is 31st October 2022.**

1. Describe and discuss various approaches to understand behaviour and explain how managers can manage and control human behaviour at work with relevant examples.
2. Describe various personality theories and discuss how personality plays an important role in organisational behaviour with examples.
3. What are the various sources of conflict in organisations and discuss how to manage and prevent conflicts citing suitable examples.
4. What is Social Perception? Discuss the problems involved in social perception and how to overcome them with examples.
5. What is organisational citizenship behaviour (OCB) and its antecedents. How does OCB help organizations. Discuss with relevant examples.