

MANAGEMENT PROGRAMME

Term-End Examination

February, 2021

**MS-021 : SOCIAL PROCESSES AND BEHAVIOURAL
ISSUES**

Time : 3 hours

Maximum Marks : 100

(Weightage : 70%)

Note : (i) There are **two** sections — A and B. Section A is for students who have registered for this course prior to January, 2018. Section B is for students who have registered for this course from January, 2018 onwards.

(ii) Attempt any **five** questions. All questions carry 20 marks.

SECTION A

(Pre-revised)

1. What are the characteristics of a Learning Organization ? Explain how a learning organization differs from a traditional organisation with the help of examples.
2. How do groups form ? What are the conditions for enhancing group effectiveness ?

3. Discuss any two theories of motivation and their usefulness in an organisation citing suitable examples.
4. Briefly explain the role of culture in organisations and explain the importance of corporate culture in the functioning of organizations. Give examples.
5. Describe the communication channels used in organisations. What are the barriers to effective communication and how can they be overcome ?
6. How does political process influence the decision making process in organisations ? Briefly discuss what kind of skills a manager must possess in order to be competent politically.
7. Write an essay on the paradigm shifts in nature of workforce following globalization and highlight the emerging role of managers in view of the changes.
8. Write short notes on any **two** of the following :
 - (a) Qualities of an effective counsellor
 - (b) Referent Power
 - (c) Characteristics of Learning Organization

SECTION B

(Revised)

1. Explain how social processes act as sources of human behaviours in organisations. Briefly discuss how the changing society is impacting the Indian organisations, citing examples.
2. Differentiate between individual and organisational power. Explain the dynamics of power in organisations with the help of examples.
3. Discuss various types and nature of teams and explain how effective teams are built.
4. Enumerate the process of negotiation. Highlight the individual differences in effectiveness of negotiation.
5. What is perceptual organisation and social perception ? Discuss with the help of examples.
6. Discuss the aspects of work behaviour and the concept of optimism, happiness and well-being, citing examples.

7. Write an essay on the gender diversity at workplace.
8. Write short notes on any *two* of the following :
- (a) Models of emotional intelligence
 - (b) Transformational leadership theory
 - (c) Reward systems
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