

No. of Printed Pages : 2

MMPC-011

**MASTER OF BUSINESS
ADMINISTRATION
(MBA)**

**Term-End Examination
December, 2022**

**MMPC-011 : SOCIAL PROCESSES AND
BEHAVIOURAL ISSUED**

Time : 3 Hours

Maximum Marks : 100

Weightage : 70%

Note : *Answer any **five** questions. All questions carry equal marks.*

1. Explain which social processes act as foundations of Human Behaviour in organizations. Briefly discuss how individuals who work in the organisation operate at different levels of society i.e. from micro to macro.
2. What do you understand by the term "Behaviour" ? Explain. Describe models to understand Human Behaviour and their limitations. Give examples.

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3. Describe Behaviour modification. Explain its process. How does behaviour modification work in organisations ?
4. Briefly describe and discuss different sources of conflict and their effects on organisations.
5. Write short notes on any *four* of the following :
 - (a) Dimensions of OCB
 - (b) Attribution
 - (c) Stages of Group Development
 - (d) Negotiation
 - (e) Empowerment
6. Evaluate the concept and dynamics of group formation. Cite suitable examples.
7. Discuss the salient features of employee empowerment. Cite the process of measuring empowerment.