

**MANAGEMENT PROGRAMME (MP)**

**Term-End Examination**

**June, 2020**

**MS-21 : SOCIAL PROCESSES AND  
BEHAVIOURAL ISSUES**

*Time : 3 Hours*

*Maximum Marks : 100*

*(Weightage : 70%)*

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

*(ii) Attempt any five questions. Each question carries 20 marks.*

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**Section—A**

**(Pre-Revised)**

1. Discuss Schein's approach to Motivation and explain how a manager can improve the level of motivation.

2. Describe power dynamics in an organization and explain how power can be used ethically. Cite examples.
3. Describe the importance of Behaviour Modification in organizations. Briefly discuss the steps involved in training and counselling in organization as a technique of behaviour modification.
4. Critically discuss the changes in social institutions and their organizational relevance. Cite suitable examples.
5. Explain the model of group development and their appropriateness in an organization.
6. Explain the factors affecting interpersonal relations and briefly discuss Johari Window model in enhancing interpersonal relations.
7. What is perception ? Discuss the role of perception in organizations. How can errors in perception be overcome ? Justify your answer with suitable examples.

8. Write short notes on any *two* of the following :

- (a) Emotional Intelligence
- (b) Positive reinforcement
- (c) Transactional analysis

### Section—B

(Revised)

1. Explain the concept and approaches to organizational behaviour (OB). Briefly discuss the models of OB and their importance.
2. Define leadership and discuss any *two* of the modern theories of leadership with the help of examples.
3. What is learning ? Explain various approaches to learning and differentiate each approach from the other.
4. Discuss the relationship between stress and performance. Enlist various strategies to reduce stress, citing examples.

5. Write an essay on the evolution, forms and dimensions of organizational citizenship behaviour.
6. Explain, how a CSR strategy can be developed using structured framework. Briefly write a note on the CSR scenario of India.
7. What is diversity in the workplace ? Explain, how do organizations manage effectively citing examples.
8. Write short notes on any *two* of the following :
  - (a) Channels of communication
  - (b) Behaviour modification
  - (c) Types of decisions