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MS-21

**MANAGEMENT PROGRAMME
(MP)**

**Term-End Examination
June, 2024**

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

Time : 3 Hours

Maximum Marks : 100

(Weightage : 70%)

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

1. Define organizational behaviour and discuss different models to understand organizational behaviour.
2. Identify different sources of power and their relevance in the organizations. Cite examples.
3. What is decision-making ? Discuss its importance in the organizations.

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4. How does diversity play an important role in the workplace ? Discuss the growth of diversity in the organizations.
5. Explain the factors influencing perception and the process of perception.
6. Describe different approaches to counseling and discuss its role in the organizations.
7. Describe the process of negotiation and the strategies involved in bargaining. Discuss the ethical issues involved in negotiation.
8. How can corporate social responsibility be implemented in organizations ? Discuss the benefits of having corporate social responsibility in organizations.