

No. of Printed Pages : 2

**MMPC-011**

**MANAGEMENT PROGRAMME  
(MP)**

**Term-End Examination**

**June, 2023**

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

*Time : 3 Hours*

*Maximum Marks : 100*

*Weightage : 70%*

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

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1. Briefly describe and discuss the determinants and characteristics of motivation. How can organisations motivate employees to be more productive ? Illustrate with examples.
2. Identify and elaborate the determinants of personality ? How do traits of personality produce an impact on organisational behaviour ? Give examples.

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3. Explain in detail the aspects to be considered for building effective teams. Cite suitable examples.
4. Discuss the strategies of conflict management as well as resolution.
5. Write short notes on any *four* of the following :
  - (a) Strategies for bargaining
  - (b) Rust out stress syndrome
  - (c) Dimensions of OCB
  - (d) Strategies to break the glass ceiling effect
  - (e) Emotional intelligence
6. What is your understanding of organizational behaviour ? Identify the components which affect it.
7. Discuss the methods for resolving organizational conflict. Explain using Indian examples.