

No. of Printed Pages : 3

**MMPC-011**

**MASTER OF BUSINESS  
ADMINISTRATION (MBA)**

**Term-End Examination**

**June, 2024**

**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 discuss social man theory and its impact on organizational behaviour.

**P. T. O.**

2. Identify and explain the factors influencing perception.
3. Briefly discuss types of stress and the factors contributing to the situation of burnout and rustout.
4. What is organizational citizenship behaviour ? Discuss its implications in an organization. Give examples.
5. Identify and explain the problems affecting teamwork. Briefly discuss the strategies to make team work effectively.
6. What are the characteristics of a learning organization ? Explain the approaches to incorporate learning in an organization.

**[ 3 ]**

7. How do personality traits have an impact on organizational behaviour ?
8. Describe different models of organizational behaviour and their relevance.