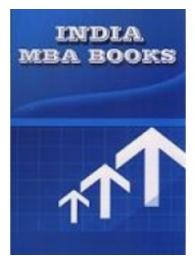
# MS-21 : SOCIAL PROCESSES AND BEHAVIOURAL ISSUES



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**Short Description** 

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**Description** 

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**Product Details: IGNOU University MS-11: STRATEGIC MANAGEMENT** 

Format: BOOK

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**Publisher: MEHTA SOLUTIONS** 

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## Term-End Examination December, 2021

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

Time: 3 hours Maximum Marks: 100

(Weightage 70%)

Note: (i) There are two Sections A and B.

- (ii) Attempt any three questions from Section A.
- (iii) All questions carry 20 marks.
- (iv) Section **B** is compulsory, carries 40 marks.

### **SECTION - A**

- 1. Describe the salient features of counselling and the importance of counselling in organisations.
- 2. What is Perceptual selectivity? Describe the external and internal factors influencing perception.
- 3. Describe different sources of power and the role of power dynamics in organisations.
- 4. Describe briefly different types of conflicts and their consequences on organizational functions.
- 5. Write short notes on any three of the following:
- (a) Cross-Cultural Training
- (b) Vroom's model
- (c) Organisational learning
- (d) Team building
- (e) Corporate Governance and work ethics

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