

MS-21 : SOCIAL PROCESSES AND BEHAVIOURAL ISSUES



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Short Description

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Description

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- **MANAGEMENT PROGRAMME**

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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