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MS-21

MANAGEMENT PROGRAMME (MP)

Term-End Examination

December, 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. Briefly discuss the role of social system and individual system in organizational behaviour.
2. Discuss the importance of decision-making in organizations and the effective decision-making styles leaders generally use in the organizations.
3. Identify and explain some common political behaviours which occur in organizations and the approaches to manage politics.

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4. Write short notes on the following :
 - (a) Impression management
 - (b) Characteristics of learning organizations
5. How can an organization set-up an effective reward system ? Explain with examples.
6. Differentiate between counseling, guidance and psychotherapy. Explain how counseling plays an important and effective role in organizations.
7. Why does conflicts occur in organizations ? Explain the types of conflict which occur in organizations and their prevention.
8. Briefly discuss the role of management in empowerment and the pros and cons of empowerment in organizations.

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