

No. of Printed Pages : 3

MMPC-011

**MASTER OF BUSINESS
ADMINISTRATION
(MBA)**

Term-End Examination

December, 2025

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

Time : 3 Hours

Maximum Marks : 100

Weightage : 70%

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

1. What is Reinforcement ? Explain the role and methods of reinforcement in the process of learning.

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2. Explain the concept of social perception.

Discuss the errors which impact the social perception with the help of examples.

3. Describe the process of conflict prevention in organisations. Cite suitable examples.

4. Describe the concepts of Burn-out and Rust out syndromes. Explain the process of coping with these syndromes.

5. Write short notes on the following :

(a) Optimism in workplace

(b) Spiritual intelligence in organisations

6. What do you understand by Negotiation ?

Explain with example the process of negotiation.

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7. Describe the characteristics of an inclusive organisation. Discuss the barriers to inclusion in organisations and strategy to deal with it.
8. What are the stages of group development ? Discuss the determinants of group productivity, citing examples.

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