

MS-21

**Management Programme (MP/
Post- Graduate Diploma in Human Resource Management (PGDHRM)**

**ASSIGNMENT
for
January 2026 and July 2026 Sessions**

**(Last date of submission for January 2026 session is 30th April, 2026 and for July
2026 sessions is 31st October, 2026)**

MS – 21: Social Processes and Behavioral Issues



**School of Management Studies
INDIRA GANDHI NATIONAL OPEN UNIVERSITY
MAIDAN GARHI, NEW DELHI – 110 068**

ASSIGNMENT

Course Code	:	MS - 21
Course Title	:	Social Processes and Behavioral Issues
Assignment Code	:	MS-21 /TMA/JAN/2026
Coverage	:	All Blocks

Note: Attempt all the questions and submit this assignment to the coordinator of your study centre.

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1. Explain the interface among society, environment and organisation. How do key social processes (such as cooperation, competition, conflict and socialisation) shape human behaviour and expectations at the workplace? Illustrate with suitable organisational examples.
2. Discuss the major determinants of personality and explain how personality traits influence organisational behaviour. How do perception and attribution processes affect employee motivation and performance in organisations?
3. Describe the importance of leadership in organisations and briefly outline any two theories of leadership. How do organisational power, politics and culture together influence decision making and employee behaviour?
4. What is meant by group dynamics and team building? Discuss the role of communication, counselling and conflict management in developing effective interpersonal and group relationships in organisations.
5. Identify and explain any three emerging trends in organisational behaviour, such as employee empowerment, organisational citizenship behaviour, diversity management, organisational inclusiveness or positive approaches to work behaviour. How can managers leverage these trends to enhance organisational effectiveness and employee well-being?