

No. of Printed Pages : 3

MMPC-011

MASTER OF BUSINESS

ADMINISTRATION

(MBA)

Term-End Examination

December, 2024

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. Explain how social processes contribute in shaping human behaviour.

2. Briefly describe and discuss the classical movement and its contribution to organizational behaviour.
3. What determines personality ? Explain how attitudes and values impact organizational behaviour.
4. Briefly discuss the role of reinforcement in organizations. Cite examples.
5. Identify and explain the elements in the process of perception. Discuss the perceptual errors and how can they be minimized.

6. Explain different stages of group development and discuss the determinants of group productivity.
7. Briefly discuss how to resolve the conflicts existing in the organization. Cite examples.
8. Write an essay on the pros and cons of empowerment in organizations.

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