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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.

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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