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MS-21

**MANAGEMENT PROGRAMME
(MP)**

**Term-End Examination
December, 2025**

**MS-21 : SOCIAL PROCESSES AND
BEHAVIOURAL ISSUES**

Time : 3 Hours

Maximum Marks : 100

Weightage : 70%

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

1. Explain the importance of decision-making in organisations. Highlight the process of creative decision-making in organisations with examples.
2. Briefly discuss different organisational behaviour models and explain how to manage and control human behaviour at work to the advantage of all.

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3. Identify the factors influencing perception and explain the concept of perceptual organisation.
4. Briefly discuss different types of conflicts and reasons for conflict in organisations. Explain how conflicts can be prevented and resolved.
5. “With globalisation more companies acknowledged the concept of ‘inclusivity’ as it is making our workplace more diverse.” Discuss.
6. Explain different stages of group development and the determinants of group productivity.
7. Write short notes on the following :
 - (a) Structural sources of power in organisations
 - (b) Behaviour modification
8. Briefly discuss the influence of reinforcement on learning.

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