

No. of Printed Pages : 3

**MMPC-011**

**MASTER OF BUSINESS  
MANAGEMENT/MBA (HEALTH  
CARE AND HOSPITAL  
MANAGEMENT) /  
MBA (LOGISTICS AND SUPPLY  
CHAIN MANAGEMENT)/  
MBA (CONSTRUCTION  
MANAGEMENT)  
(MBA/MBAHCHM)**

**Term-End Examination**

**June, 2025**

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

*Time : 3 Hours*

*Maximum Marks : 100*

*Weightage : 70%*

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

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1. What was classical movement of management ? Discuss its role in the evolution of organizational behaviour.
2. Explain the systems view of OB and describe the various OB modules.
3. Explain the concept and process of behaviour modification with suitable examples.
4. Explain any *two* theories of motivation and their relevance in Indian organisations.
5. What do you understand by perception ? Describe the factors influencing perception.
6. What are the sources of conflict ? Explain any *two* frameworks of conflict management.

7. Describe the concept of spiritual intelligence quotient and discuss spiritual intelligence at workplace with examples.
8. Explain the following :
  - (i) Psychological Stressors
  - (ii) Inclusive Organization

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