

**MANAGEMENT PROGRAMME
(MP)**

**Term-End Examination
June, 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. Briefly describe the interface framework of the Society-Environment and Organization. How do social processes shape the human behaviour ? Discuss.
2. Discuss the importance of leadership in organizations. Describe different theories of leadership and their merits and demerits.
3. Define Personality. What are the determinants of personality ? How do personality traits have impact on organizational behaviour ? Discuss.

4. Explain the difference among Counselling, Guidance and Psychotherapy. What kind of skills are required for counselling ? Discuss the ethical issues involved in counselling processes in an organisational setup.
5. Explain the concept of Organisational Citizenship Behaviour (OCB) and its dimensions. How does OCB contribute to organisational effectiveness ? Discuss.
6. Write short notes on the following :
 - (a) Empowerment
 - (b) Reinforcement and Learning
7. What are the different channels of communication in organisations ? Discuss barriers to effective communication and how can they be minimized.
8. Briefly discuss different sources of power. How can power be used ethically in organisations ?

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