

**MANAGEMENT PROGRAMME
(MP)**

Term-End Examination

June, 2026

**MS-021 : SOCIAL PROCESSES AND
BEHAVIOURAL ISSUES**

Time : 3 Hours

Maximum Marks : 100

Weightage : 70%

Note : (i) Attempt any **five** questions.

(ii) All questions carry equal marks.

1. Explain the Society-Environment-Organisation interface. How does social processes help in shaping human behaviour ?
2. What do you understand by organizational behaviour ? Discuss different models of understanding human behaviour.
3. Explain the concept of Power in organizations. Differentiate power from Authority. Briefly discuss different sources of power.

4. What is Diversity Management ? Explain diversity in workplace and discuss the strategies to implement diversity management in organizations.
5. Explain the concept of strong and weak culture in organizations. Discuss with examples the measures to overcome challenges in the development of positive coherent organizational culture.
6. Enlist the goals of organizational communication. Enumerate the process of overcoming barriers to effective communication.
7. Explain the concept of power dynamics. Explain the political strategies for power acquisition citing suitable examples.
8. Enlist the factors those influence perception. Describe the perceptual errors in organisations with the help of examples.

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