Q. P. Code: 31381

	ens.
(2 ½ Hours)	Marks: 75
Please check whether you have got the right question paper	
N.B: 1. All questions are compulsory	
2. Figures to the right indicate full marks	
1. Answer any two of the following:	. 15
a) Define a Team. Distinguish between a Team and a Group.	
b) "Contextual factors are significantly related to the team's performance". Explain.	
c) Discuss the various process variables related to team effectiveness.	
2. Answer any two of the following:	15
a) Define the term Conflict. Explain the Traditional, Interactionist and Resolution for viewpoints of c onflict.	cused.
b) Briefly discuss the five steps of the negotiation process.	
c) Compare and contrast the Distributive and Integrative negotiation strategies.	
3. Answer any two of the following:	15
a) Define Emotions and moods. Explain the basic emotions.	
b) What is Emotional Intelligence? Discuss the arguments for and against Emotional Intelligence.	d
c) Discuss the role of emotions in motivation and leadership.	
4. Answer any two of the following:	15
a) Identify the different factors that act as stimulants to change.	
b) Write a short note on:	
i) The relationship between stress and job performance	***
ii) Environmental stressors	
c) Discuss the different individual approaches to managing stress.	
5 A. State whether the following statements are True or False and give reasons for the	same (any four)
 In a work group, individual effort results in performance that is greater than th individual parts. 	e sum of
2) An abundance of resources directly reduces the ability of a team to perform ef	
3) The potential for conflict increases when occasional communication takes place	ce.
4) Behaviour are the decisions to act in a given way.	
5) Affect can be experienced in the form of attitudes or moods.	
6) Emotions are caused by general events.	
7) The collapse of the financial sector and global recession are examples of work8) Changes in metabolism, heart rate and blood pressure are physiological sympt	
5 B. Complete the following statements by selecting the appropriate answers (any seve	en) 07
 Group members from the same hierarchical level but different work areas who to accomplish a task are calledteam. 	come together
a) virtual c) cross-functional	
b) b) self-managed d) problem solving	

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2)	Teams with		experienced skilled members perform better.	
	a)	less	c) more	
	b)	average	d) adequate	
			the state of the s	
3)	Eff	fective teams have	e a higher level of	
	a)	conflict	c) efficacy	
	b)	specific goals	그는 마른 마른 사람들에게 하셨습니까? 아는	
45				
4)	1	ACAD	s a process that begins when one party perceives another party has or is	
			affect something the first party cares about.	
		Conflict	c) Negotiation	
	b)	Stress	d) Communication	
5)		and a	specialization of group activities can stimulate conflict.	
	a)	Size	c) Technology	
	b)	Up gradation	d) Division	
6)			ention means a desire to satisfy one's interests, regardless of the impact or	
1	the other party of the conflict.			
	15 11 11	Competing	c) Compromising	
	b)	Avoiding	d) Accommodating	
7)	Mo	oods are	in nature.	
	a)	cognitive	c) neutral	
		action-oriented	d) negative	
8)		e central idea beh		
	a)	emotion regulati	on c)mood regulation	
	b)	cascading model	of emotional intelligence d) positive emotions	
9)		lead	to deviant workplace behaviour.	
7).	9).	Negative emotion	HELD NO. 10 HELD	
		Positive emotions	사용하는 사람들은 그리고 있는데 하다면 가게 되었다면 내용하는데 가게 되었다면 하는데 그렇게 되었다면 하는데 그렇게 되었다면 하는데 그렇게 하는데 그렇게 되었다면 그렇게	
	Ų	I OSITIVE CITOTIONS	d) Emotions	
10	De	esign of the job. w	vorking conditions and the physical work layout are examples of	
_ ,			ands which create stress.	
	a) s	social	c) task	
		role	d) economic	
11)	100		_ demands are pressures created by other employees.	
	***********	Social	c) Task	
		Role	d) Interpersonal	
12)	U) I	COIC	_ is the biggest reason people have trouble coping with	
	org	anizational chang		
	_	Stress	c) Attitude	
		Resource	d) Uncertainty	
	٧,			
			XX	
			Page 2 of 5	