

(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 focused viewpoints of conflict.
  - 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.
  - 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**) 08
  - 1) In a work group, individual effort results in performance that is greater than the sum of individual parts.
  - 2) An abundance of resources directly reduces the ability of a team to perform effectively.
  - 3) The potential for conflict increases when occasional communication takes place.
  - 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 workforce changes.
  - 8) Changes in metabolism, heart rate and blood pressure are physiological symptoms of stress.
  
- 5 B. Complete the following statements by selecting the appropriate answers (**any seven**) 07
  - 1) Group members from the same hierarchical level but different work areas who come together to accomplish a task are called \_\_\_\_\_ team.
    - a) virtual
    - b) self-managed
    - c) cross-functional
    - d) problem solving

