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L -		••	_				ou.	101

[Marks: 100]

10

Please check whether you have got the right question paper.

1. All questions are compulsory.

2. Figures to the right indicate full marks.

A)	Select the most appropriate ans	wer from the options given below (Any Ten)				
1.	A work	interacts primarily to share information				
	and make decisions to help mem	abers perform in areas of responsibility.				
	a) team	b) group				
	c) roles	d) models				
2.	tea	im do not have the authority to unitotable				
	implement their recommendations for improvement.					
	a) Problem solving	b) Cross-functional				
	c) Self-managed	d) Virtual				
3.	A	of resources directly reduces the ability of a				
	team to perform effectively.	of the state of th				
	a) structure	b) scarcity				
	c) abundance	d) complete				
4.	The potential for conflict increas communication takes place	The potential for conflict increases when either too little or				
	a) occasional	b) too much				
	c) one-way	d) two-way				
5.		CV AC				
	that creates anxiety, tensene	conflict means emotional involvement in a conflict that creates anxiety, tenseness, frustration and hostility.				
	a) Functional	b) Felt				
- 8	c) Perceived	d) Process				
5.	The desire to withdraw from or suppress a conflict is intention.					
	a) avoiding	b) collaborating				
7.	c) accommodating	d) competing				
	factors can influence interpretation of emotions.					
	a) Environmental	b) Cultural				
	b) Social	d) Natural				
8.	The central idea behind	is to identify and modify the emotions				
	one feels.	is to identify and mounty the emotions				
	a) emotion regulation	b) cascading model of emotional intelligence				
	c) mood regulation	d) positive emotions				
).	lead to d	eviant workplace behaviour.				
	a) inegative emotions	b) Positive emotions				
	c) Emotional Regulation	d) Emotions				

	10.	The collapse of the financial sector and global recession are examples of						
		a) social trends	b) workforce changes					
		c) economic shocks	d) technological changes					
	11.							
		a) hindrances	b) challenges					
		c) resources	d) goals					
	12.	Roleoccurs wh	nen the employee is expected to do more than					
		time permits.						
		a) overload	b) ambiguity					
		c) underload	d) overlap					
Q.1	B)	State whether the following state	mante and The South It Colored					
		B) State whether the following statements are True or False (Any Ten) 1. Problem-solving team members are from same hierarchical level of the statements are same hierarchical level of the statements are from sa						
		together to accomplish a task.	are from same hierarchical level who come	;				
	2.	Effective teams do not exhibit tr	uct among item with					
	3.	Teams do worse when they have	one or more highly disagreeable members.					
	4.	There are six stages in the conflic	throcess.					
	5.	Intentions means the use of resol	ution and stimulation techniques to achieve					
		the desired level of conflict.	ation and summation techniques to achieve					
	6.	All things being equal integrative	bargaining is better than distributive					
		bargaining.	oargaining is better than distributive					
	7.	Moods are action oriented in natu						
	8.	Emotions are caused by general events.						
	9.	Emotion is a factor in hiring emp	loveec					
	10.	Economic demands are related to	a percon of all					
	11.	Challenge stressors keep you from	n reaching you and I					
	12.	Addicts are people obsessed with	their work.					
Q.2			7.5.9.9.20.0.4.					
V	a)	Answer any two of the following		15				
	b)	Define team. Describe the different	it types of teams.					
	c)	Discuss how team composition af	fects team effectiveness.					
		what are the unferent team proce	sses that influences team effectiveness?					
Q.3	564	Answer any two of the following:						
	a)	Discuss the two possible outcome	G from and:	15				
		organization.	s from conflicting situations in an					
	b)	Explain various Conflict Managen	nout Ta-Lui					
	c)	Write a note on distributive bargai	ning.					
Q.4		Answer any two of the following:						
398	a)	Define emotion and explain the ha	cio amatiana	15				
	b)	What is Emotional Intelligence?	sic emotions. iscuss the arguments for and against					
	c) .	Discuss the impact of emotions and	d moods on any					
		and deviant workplace behaviours.	d moods on negotiation, customer service					

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Q.5		Answer any two of the following:
	a)	Explain the various organizational factors that cause stress.
	b)	Describe the effects of stress on the behaviour of an individual.
	c)	Discuss different individual approaches to managing stress.
Q.6		Write short notes on (Any Four)
	a)	Differentiate between team and group.
	b)	Contextual factors influencing team effectiveness
	c)	Interactionist view of conflict
	d)	Regulation of emotions
	e)	Personality, social activities and age as sources of emotion
	f)	Stimulants of change
