

[Time: Three Hours]

[Marks: 100]

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.

- Q1. A) Select the most appropriate answer from the options given below (Any Ten) 10
1. A work _____ interacts primarily to share information and make decisions to help members perform in areas of responsibility.
a) team
b) group
c) roles
d) models
 2. _____ team do not have the authority to unilaterally 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.
a) structure
b) scarcity
c) abundance
d) complete
 4. The potential for conflict increases when either too little or _____ communication takes place.
a) occasional
b) too much
c) one-way
d) two-way
 5. _____ conflict means emotional involvement in a conflict that creates anxiety, tenseness, frustration and hostility.
a) Functional
b) Felt
c) Perceived
d) Process
 6. The desire to withdraw from or suppress a conflict is _____ intention.
a) avoiding
b) collaborating
c) accommodating
d) competing
 7. _____ factors can influence interpretation of emotions.
a) Environmental
b) Cultural
c) Social
d) Natural
 8. The central idea behind _____ is to identify and modify the emotions one feels.
a) emotion regulation
b) cascading model of emotional intelligence
c) mood regulation
d) positive emotions
 9. _____ lead to deviant workplace behaviour.
a) Negative emotions
b) Positive emotions
c) Emotional Regulation
d) Emotions

Q.5

Answer **any two** of the following:

15

- 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**)

20

- 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
