

Time: 3 Hours

Marks: 100

- N.B: 1. All questions are compulsory  
2. Figures to the right indicate full marks

Q1 A. Complete the following statements by selecting the appropriate answers (Any 10) 10

- i. In a work \_\_\_\_\_, individual effort results in performance that is greater than the sum of individual parts.
  - a) team
  - b) group
  - c) trust
  - d) performance
- ii. \_\_\_\_\_ teams do not have the authority to unilaterally implement their recommendations for improvement.
  - a) Problem solving
  - b) Cross-functional
  - c) Self-managed
  - d) Virtual
- iii. A team's characteristic of reflecting on and adjusting the master plan when necessary is known as \_\_\_\_\_.
  - a) reflexivity
  - b) mental model
  - c) social loafing
  - d) team efficacy
- iv. \_\_\_\_\_ and specialization of group activities can stimulate conflict.
  - a) Size
  - b) Upgradation
  - c) Technology
  - d) Division
- v. \_\_\_\_\_ conflict means emotional involvement in a conflict that creates anxiety, tenseness, frustration and hostility.
  - a) Functional
  - b) Felt
  - c) Perceived
  - d) Process
- vi. In \_\_\_\_\_, there is no clear winner or loser and each party to conflict is willing to give up something.
  - a) compromising
  - b) avoiding
  - c) accommodating
  - d) collaborating
- vii. Stressful daily events \_\_\_\_\_ affect moods.
  - a) positively
  - b) negatively
  - c) do not
  - d) do
- viii. \_\_\_\_\_ factors can influence interpretations of emotions
  - a) Environmental
  - b) Cultural
  - c) Social
  - d) Natural

- ix. Emotional intelligence is a factor in \_\_\_\_\_ employees.
- terminating
  - hiring
  - training
  - motivating
- x. Liberalization of attitudes towards gay employees is an example of \_\_\_\_\_.
- social trends
  - political changes
  - economic shocks
  - technological changes
- xi. Changes in the business cycle create \_\_\_\_\_ uncertainties.
- social
  - political
  - economic
  - technological
- xii. \_\_\_\_\_ are responsibilities, pressures, obligations and uncertainties individuals face in the work place.
- Hindrances
  - Challenges
  - Resources
  - Demands

**Q1 B. State whether the following statements are true or false (Any 10) (10)**

- Work team is a group that interacts primarily to share information and to make decisions to help each member perform within his or her area of responsibility
- Teams do worse when they have one or more highly disagreeable member.
- Effective teams have a lower level of efficacy.
- The desire to withdraw from or suppress a conflict is collaborating intention.
- All things being equal integrative bargaining is worse than distributive bargaining.
- A process in which two or more parties exchange goods or services and attempt to agree on the exchange rate for them is known as conflict resolution.
- Emotions are caused by general events.
- Affect can be experienced in the form of thoughts and emotions.
- Many researchers agree on five universal emotions
- Stress is associated with demands and goals.
- Role conflict means role expectations are not clearly understood and the employee is not sure what to do.
- Addicts are people obsessed with their work.

**Q2 Answer any Two of the following (15)**

- Define work team. Describe the four common types of teams in an organization.
- Explain the impact of contextual factors on team effectiveness
- “Process variables are important in team effectiveness.” Justify the statement.

**Q3 Answer any Two of the following (15)**

- Differentiate between the traditional and interactionist view of conflict.
- Define conflict. Write a note on functional outcomes of conflict.
- Write a note on distributive bargaining

**Q4 Answer any Two of the following** (15)

- a) Define emotions and explain the basic emotions.
- b) Name the sources of emotions and moods? Explain how social activities, sleep and personality affect emotions.
- c) What is emotional intelligence? Discuss the arguments for and against emotional intelligence.

**Q5 Answer any Two of the following** (15)

- a) Identify the factors that act as stimulant to change.
- b) Discuss the individual variables that moderate the effect of experienced stress.
- c) Explain the role that organizations can play in reducing stress.

**Q6 Write short notes on (Any Four)** (20)

- a) Diversity and team effectiveness
- b) Integrative bargaining
- c) Preparation and Planning for Negotiation
- d) Emotion regulation
- e) Environmental stressors.
- f) Psychological symptoms of stress.

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