

Q.P. Code :05135

[Time: 2 $\frac{1}{2}$ 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.

- Q.1 Answer **any two** of the following: 15
- Define a team. Describe the four common types of teams in an organization.
 - Explain how abilities of members and their personality influence team effectiveness.
 - Discuss the role of team processes like common plan and purposes and mental models in team effectiveness.
- Q.2 Answer **any two** of the following: 15
- Define conflict. Explain the role of intentions in the conflict process.
 - Define the conflict process. Write a note on functional outcomes.
 - Compare and contrast the distributive and integrative bargaining strategies.
- Q.3 Answer **any two** of the following: 15
- Define emotions and moods. Explain the basic emotions.
 - Explain in details the different sources of emotions and moods.
 - 'Emotions and moods influence creativity, motivation and leadership in organizations' Explain.
- Q.4 Answer **any two** of the following: 15
- What is stress? Explain the organizational factors that cause stress.
 - Discuss the individual variables that moderate the relationship between potential stress and experienced stress.
 - Explain the different individual approaches to managing stress.
- Q.5 a) State whether the following statements are true or false and give reasons for the same (Any four) 08
- Group members who meet to discuss ways of improving quality, efficiency and work environment is called a virtual team.
 - Team with more experienced members perform better.
 - The belief that conflict is not only a positive force in a group but also an absolute necessity for a group to perform effectively was proposed by interactionist view of conflict.
 - Stress management means the use of resolution and stimulation techniques to achieve the desired level of conflict.
 - Many researchers agree on four universal emotions.
 - Effective leaders rely on emotional appeals to convey their message.
 - Faster cheaper and more mobile computers is an example of change in world politics.
 - Stressors that keep you from reaching your goals are challenge stressors.

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- b) Complete the following statements by selecting the appropriate answer (Any seven)
- i) A work _____ interacts primarily to share information and make decision to help members perform in areas of responsibility.
 - a) team
 - b) group
 - c) roles
 - d) models
 - ii) Teams that rate _____ on levels of conscientiousness tend to perform better.
 - a) low
 - b) higher
 - c) moderate
 - d) equal
 - iii) Effective teams that show high level of _____ are better able to adapt to conflict among members.
 - a) social loafing
 - b) preference
 - c) reflexivity
 - d) diversity
 - iv) The potential for conflict increases when either too little or _____ communication takes place.
 - a) occasional
 - b) too much
 - c) one way
 - d) two way
 - v) 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
 - vi) Sharing of information is _____ in distributive bargaining.
 - a) low
 - b) high
 - c) moderate
 - d) very high
 - vii) _____ provide important information about how we understand the world around us.
 - a) Moods
 - b) Emotions
 - c) Feelings
 - d) Attitudes
 - viii) Emotional intelligence plays _____ role in job performance.
 - a) an important
 - b) an insignificant
 - c) no
 - d) an irrelevant
 - ix) _____ enhance problem solving skills.
 - a) Negative emotions
 - b) Positive emotions
 - c) Moods
 - d) Negative moods

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- x) The collapse of the financial sector and global recession are examples of _____
 - a) social trends
 - b) work force change
 - c) economic shocks
 - d) technological changes
- xi) Changes in political parties and threat of terrorism are example of _____ uncertainties.
 - a) social
 - b) political
 - c) economic
 - d) technological
- xii) Tension, irritability and boredom are _____ symptoms of stress.
 - a) physiological
 - b) psychological
 - c) social
 - d) behavioral