

TY Bloom Sem VI (15=25)

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Psychology of Human Behaviour
at work,

Q.P. Code :05136

[Time: 2½ 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

- a) Explain how contextual factors influence team effectiveness.
- b) "Team process is important for team effectiveness". Discuss.
- c) Briefly explain how role allocation, diversity of members and size of the teams affects the team effectiveness.

15

Q.2 Answer any two of the following

- a) What are the three sources of conflict?
- b) Briefly discuss the five steps of the negotiation process.
- c) Discuss the various conflict management techniques.

15

Q.3 Answer any two of the following

- a) Define the term emotion. Explain in detail how stress, sleep and weather affect emotions.
- b) Explain any three OB application of emotions and moods.
- c) What is emotional intelligence? Explain the Cascading model of emotional intelligence.

15

Q.4 Answer any two of the following

- a) Define stress and discuss the environmental factors influencing stress.
- b) Write a detailed note on the symptoms of stress.
- c) Write notes on:
 - a) Stress and job performance
 - b) Technology as a force for change

15

Q.5 A State whether the following statements are true or false and give reasons for the same (Any four)

08

1. A work team interacts primarily to share information and make decisions to help members perform in areas of responsibility.
2. Effective teams have a lower level of efficacy.
3. The resolution focused view of conflict believed that all conflict is harmful and must be avoided.
4. There are five stages in the conflict process.
5. Affect can be experienced in the form of attitude or moods.
6. Emotional regulation lead to deviant workplace behavior.
7. Emergence and growth of social networking sites represent a change in competition.
8. Stressors associated with workload pressure to complete tasks and time urgency are hindrance stressors.

B Complete the following statements by selecting the appropriate answers. (Any seven)

07

1. Group members who meet to discuss ways of improving quality, efficiency and the work environment is called _____ team
 - a) cross functional
 - b) self-managed
 - c) virtual
 - d) problem solving
2. Teams do _____ when they have one or more highly disagreeable member.
 - a) good
 - b) better
 - c) worse
 - d) moderate

3. 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 efficiency
4. Personality, _____ and values are potential sources of conflict.
 - a) emotion
 - b) philosophy
 - c) attitudes
 - d) interest
5. The desire to withdraw from or suppress a conflict is _____ intention.
 - a) avoiding
 - b) collaborating
 - c) accommodating
 - d) competing
6. All thing being equal integrative bargaining is _____ distributive bargaining.
 - a) worse than
 - b) same as
 - c) better than
 - d) tougher than
7. Emotions are caused by _____ events.
 - a) general
 - b) negative
 - c) specific
 - d) positive
8. _____ is the ability to detect and to manage emotional cues and information.
 - a) Emotional intelligence
 - b) Natural intelligence
 - c) Social intelligence
 - d) Artificial intelligence
9. Emotional intelligence is a factor in _____ employees.
 - a) terminating
 - b) hiring
 - c) training
 - d) motivating
10. _____ demands relate to a person's job.
 - a) Social
 - b) Role
 - c) Economic
 - d) Task
11. _____ demands are pressures created by other employees.
 - a) Social
 - b) Role
 - c) Task
 - d) Interpersonal
12. _____ are people obsessed with their work.
 - a) Workaholics
 - b) Managers
 - c) Addicts
 - d) Alcoholics