Paper / Subject Code: 11121 / Psychology of Human Behaviour at work. / 2.0 Q. P. Code: 31381

(2 ½ Hours) Marks: 7. 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 1. Answer any two of the following: 15 a) Define a Team. Distinguish between a Team and a Group. b) "Contextual factors are significantly related to the team 's performance". Explain. c) Discuss the various process variables related to team effectiveness. 15 a) Define the term Conflict. Explain the Traditional, Interactionist and Resolution focused viewpoints of e onflict. 15 b) Briefly discuss the five steps of the negotiation process. c) Compare and contrast the Distributive and Integrative negotiation strategies. 3. Answer any two of the following: 15 a) Define Emotions and moods. Explain the basic emotions. 15 b) Briefly discuss the five steps of the negotiation and leadership. 15 4. Answer any two of the following: 15 a) Identify the different factors that act as stimulants to change. 15 b) Write a short note on: 15 c) Discuss the different individual approaches to managing stress. 16 3. A nabundance of resources directly reduces the ability of a team to perform effectively. 17 c) The relationship between stress when occasional communication takes place. 18		e 196 - a
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experienced skilled members perform better. 2) Teams with a) less c) more b) average d) adequate 3) Effective teams have a higher level of a) conflict c) efficacy b) specific goals d) diversity is a process that begins when one party perceives another party has or is 4) about to negatively affect something the first party cares about. a) Conflict c) Negotiation d) Communication b) Stress 5) and specialization of group activities can stimulate conflict. a) Size c) Technology d) Division b) Up gradation intention means a desire to satisfy one's interests, regardless of the impact on 6) the other party of the conflict. a) Competing c) Compromising b) Avoiding d) Accommodating 7) Moods are in nature. a) cognitive c) neutral b) action-oriented d) negative 8) The central idea behind ______ is to identify and modify the emotions one feels. a) emotion regulation c)mood regulation b) cascading model of emotional intelligence d) positive emotions lead to deviant workplace behaviour. 9) a) Negative emotions c) Emotion regulation b) Positive emotions d) Emotions 10) Design of the job, working conditions and the physical work layout are examples of demands which create stress. a) social c) task b) role d) economic demands are pressures created by other employees. 11) a) Social c) Task b) Role d) Interpersonal 12) is the biggest reason people have trouble coping with organizational changes. a) Stress c) Attitude b) Resource d) Uncertainty Page 2 of 5

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