

(2 ½ 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

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.

2. Answer **any two** of the following: 15
 - a) Define the term Conflict. Explain the Traditional, Interactionist and Resolution focused viewpoints of conflict.
 - 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.
 - b) What is Emotional Intelligence? Discuss the arguments for and against Emotional Intelligence.
 - c) Discuss the role of emotions in motivation and leadership.

4. Answer **any two** of the following: 15
 - a) Identify the different factors that act as stimulants to change.
 - b) Write a short note on:
 - i) The relationship between stress and job performance
 - ii) Environmental stressors
 - c) Discuss the different individual approaches to managing stress.

- 5 A. State whether the following statements are True or False and give reasons for the same (**any four**) 08
 - 1) In a work group, individual effort results in performance that is greater than the sum of individual parts.
 - 2) An abundance of resources directly reduces the ability of a team to perform effectively.
 - 3) The potential for conflict increases when occasional communication takes place.
 - 4) Behaviour are the decisions to act in a given way.
 - 5) Affect can be experienced in the form of attitudes or moods.
 - 6) Emotions are caused by general events.
 - 7) The collapse of the financial sector and global recession are examples of workforce changes.
 - 8) Changes in metabolism, heart rate and blood pressure are physiological symptoms of stress.

- 5 B. Complete the following statements by selecting the appropriate answers (**any seven**) 07
 - 1) Group members from the same hierarchical level but different work areas who come together to accomplish a task are called _____ team.
 - a) virtual
 - b) self-managed
 - c) cross-functional
 - d) problem solving

- 2) Teams with _____ experienced skilled members perform better.
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
- 4) _____ is a process that begins when one party perceives another party has or is about to negatively affect something the first party cares about.
a) Conflict c) Negotiation
b) Stress d) Communication
- 5) _____ and specialization of group activities can stimulate conflict.
a) Size c) Technology
b) Up gradation d) Division
- 6) _____ intention means a desire to satisfy one's interests, regardless of the impact on 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
- 9) _____ lead to deviant workplace behaviour.
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
- 11) _____ demands are pressures created by other employees.
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