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# SARDAR PATEL UNIVERSITY

MHRD EXAMINATION, I SEMESTER

Wednesday: DATE: 20/11/2013

SESSION: MORNING TIME: 10:30AM TO 1:30PM

SUBJECT CODE: PA01CHRD03/PAPER NO. 3

SUBJECT/COURSE TITLE: SOCIAL PROCESSES AND BEHAVIOURAL ISSUES

TOTAL MARKS : 70

Q-1 TICK THE APPROPRIATE ANSWER

1X10=10

- (i) The study of moral values and principles that guide our behavior is called:
  - (a) Ethics
  - (b) Personal values
  - (c) Workforce diversity
  - (d) Interpersonal skills
- (ii) Anthropology is study of:
  - (a) Intraorganizational politics
  - (b) Cultures and environments
  - (c) Group dynamics
  - (d) Civilizations
- (iii) Which behavioral science would be the most useful in helping to understand individual behavior:
  - (a) Political science
  - (b) Psychology
  - (c) Sociology
  - (d) Social psychology
- (iv) Which behavioral science discipline would likely have made the greatest contribution to understand structuring the conflict, allocation of power and how people manipulate power for individual interest?
  - (a) Anthropology
  - (b) Sociology
  - (c) Psychology
  - (d) Political Science
- (v) The five building blocks of organizational behavior are:
  - (a) Roles, studies, systems, attitudes, stress and training
  - (b) Psychology, sociology, political science, anthropology
  - (c) Work design, work stress, leadership, ethics and stress.
  - (d) Emotions, leadership, stress, ethics and training.
- (vi) Groups which are formed as consequences of organizational structure and work division are known as:
  - (a) Target groups
  - (b) Informal groups
  - (c) Formal groups
  - (d) Operational groups

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- (vii) Groups at the ----- stage develop guidelines and standards of acceptable behavior:
- (a) Storming
  - (b) Forming
  - (c) Norming
  - (d) Adjourning
- (viii) A virtual team is made of people who are ..... Separated but ..... together:
- (a) Physically; think
  - (b) Temporally; work
  - (c) Geographically; decide
  - (d) Geographically; work
- (ix) A potential disadvantage associated with cohesive group is :
- (a) A tendency to focus on social activities which may reduce output
  - (b) A tendency to see other groups as rivals
  - (c) A tendency to develop attitudes which are hard to change
  - (d) All of the above
- (x) Membership of a group provides the individual with a sense of :
- (a) Individuality
  - (b) Inferiority
  - (c) Superiority
  - (d) Belonging

Q-2 Answer in brief

5X3=15

- (i) What is contingency approach?
- (ii) What are groups? What are its types?
- (iii) Explain values and its types in brief?

Q-3 What is ORGANIZATIONAL BEHAVIOUR? Explain its various models?

1X15=15

OR

What is perception? What are the various factors affecting perception?

Q-4 What are the "BIG FIVE" Personality traits? Which one seems to have the biggest impact on performance? How would the knowledge of BIG FIVE help you in your job as manager?

1X14=14

OR

What type of barriers prevents people from changing their attitude? How can attitudes be changed?

Q-5 Write short note on the following ( any two)

2X8=16

- (i) Conflict management
- (ii) Job satisfaction
- (iii) Attitude
- (iv) Biological foundation of behavior

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