

xerox ed.

SVKM's NMIMS UNIVERSITY
School of Distance Learning

Social Process & Behavioural Issues
PGDBM/PGDHRM

Date: 1.6.2007

Marks: 100

Time: 3.00 pm to 6.00 pm

Answer any 5 questions (each question carries 20 marks)

1. (a) Describe the transitions that have taken place today in social institutions such as family, community, and education.
(b) What are the challenges Indian organizations face today to sustain the competitive edge?
2. What is a paradigm? List prominent features of the agrarian society. What was it replaced with? Finally, briefly explain the essential features of the paradigm shift along which the employees' behaviour will have to be aligned.
3. (a) Describe the different models to understand human behaviour
(b) Explain the technique of behaviour modification
4. In an organization, which are the areas where knowledge of emotions can help? How?
5. What are the ways in which you can improve your interpersonal relations?
6. (a) What are the characteristics that make a counselor effective?
(b) What are the behavioural outcomes of being persuaded?
7. (a) Describe the various group decision-making techniques.
(b) When is a group considered effective? What factors need to be taken into account?
8. (a) Discuss Forsyth's model of conflict resolution.
(b) Define functional and dysfunctional conflict. How can one diagnose the type of conflict? List the positive and negative consequences of conflicts.
9. (a) Describe the interpersonal and structural sources of power.
(b) Which characteristics define a 'learning organization'?
10. Define organizational culture. Which factors are responsible for cultural change? How can one go about bringing a cultural change in the organization?