

NATIONAL COUNCIL FOR HOTEL MANAGEMENT
AND CATERING TECHNOLOGY, NOIDA
ACADEMIC YEAR 2016-2017

COURSE	:	3 RD Semester of M.Sc. in HA	
SPECIALISATION	:	Human Resource Management	
SUBJECT	:	Social Processes & Behavioural Issues	
TIME ALLOWED	:	03 Hours	MAX. MARKS: 100

(Marks allotted to each question are given in brackets)

Q.1. Describe the process of perception. Why is it relevant in the organisational environment and functioning?

OR

What is learning? Discuss **any two** important theories of learning.

(10)

Q.2. Explain the feedback process and its importance, citing examples.

(10)

Q.3. What are the different types of stress? Describe how to cope with stress in an organisation.

(10)

Q.4. Explain the process of communication and its significance in an organisation.

(10)

Q.5. Identify the difference between group and team. Explain the importance of teams in an organisation.

OR

What are the various source of conflict? How is 'conflict' managed in an organisation?

(10)

Q.6. Write a note on the Principles of organisational power.

OR

Explain the role of 'Listening Skills' in developing oneself into a fine personality.

(10)

Q.7. Why is it important to understand human behaviour in work environment?
Describe the factors which affect individual differences. (10)

Q.8. Write short notes on the following:
(a) Power versus Authority
(b) Importance of feedback (5+5=10)

Q.9. Describe different types of power and their role in an organisation. (10)

Q.10. write short notes on **any five**:
(a) Cross-cultural issues
(b) Overcoming barriers to communication
(c) Work ethics
(d) Leadership in team building
(e) Formal communication channels
(f) Emotional intelligence
(g) Behaviour modification (5x2=10)
