

ROLL No.....

NATIONAL COUNCIL FOR HOTEL MANAGEMENT
AND CATERING TECHNOLOGY, NOIDA
ACADEMIC YEAR 2014-2015

COURSE : 3RD 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. Globalisation has brought sufficient changes in the organisation in terms of 'structures' and modern organisation is managed with greater involvement of people. Substantiate your views.

OR

Discuss the concept of Power and the basis of Power.

(10)

Q.2. Discuss the concepts of 'Power, Politics and Authority' in the context of an organisation.

OR

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

(10)

Q.3. What is Perception? Discuss the role of perception in the organisation.

(10)

Q.4. How information technology is imparting society and organisations? Discuss.

(10)

Q.5. Define Communication and the goals of communication in an organisational setting.

(10)

Q.6. Discuss the importance of 'Group' in an organisation and how the group process happen in an organisation?

OR

What are the various sources of 'Conflict'? How is 'Conflict' managed in an organisation?

(5+5=10)

Q.7. What is Stress? Discuss measures to cope up with stress.

(10)

Q.8. What is meant by 'Team Development'? How teams are formed and function in an organisation?

OR

Discuss the Western culture orientation of an organisation vis-à-vis Indian culture of an organisation.

(10)

Q.9. Discuss Organisational & Managerial Values and Work Ethics in the context of organisation.

(10)

Q.10. Choose the correct option:

(i) Factors affecting organisational behaviour are:

- (a) People
- (b) Environment
- (c) Technology
- (d) All of the above

(ii) Organisational behaviour is:

- (a) A science
- (b) An art
- (c) A science as well as an art
- (d) None of the above

(iii) High rate of _____ increases cost and tend to place less experienced employee in job:

- (a) Training
- (b) Absenteeism
- (c) Employee Turnover
- (d) Strikes

(iv) The least used communication channel in an organisation is usually:

- (a) Upward
- (b) Downward
- (c) Diagonal
- (d) Horizontal

(v) Which of the following is not the contributing discipline of individual behaviour:

- (a) Anthropology
- (b) Psychology
- (c) Sociology
- (d) Physiology

- (vi) The main contribution of psychology to Organisational Behaviour is the study of:
- (a) Personality, attitudes, perceptions and motives
 - (b) Social structures and relationships
 - (c) Social beliefs, customs and values
 - (d) Philosophy and ethics of human activity
- (vii) A study of culture and practices in different societies is called:
- (a) Anthropology
 - (b) Personality
 - (c) Perception
 - (d) Attitude
- (viii) In the present context, challenges for OB are:
- (a) Employee expectation
 - (b) Workforce diversity
 - (c) Globalisation
 - (d) All the above
- (ix) _____ embodies a team concept based on the principle of mutual contribution by employer and employees:
- (a) Autocratic model
 - (b) Custodial model
 - (c) Supportive model
 - (d) Collegial model
- (x) _____ and _____ may help overcome resistance to change:
- (a) Power and Politics
 - (b) Authority and Threat
 - (c) Education and Communication
 - (d) Social and Political pressure

(10x1=10)
