

NATIONAL COUNCIL FOR HOTEL MANAGEMENT
AND CATERING TECHNOLOGY, NOIDA
ACADEMIC YEAR 2018-2019

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. Explain the process of learning by using **any two** learning theories. (10)

Q.2. Based on your knowledge of operant conditioning, suggest the ways in which the reinforcement strategies could be used for behaviour modification of employees with suitable examples. (10)

Q.3. Explain dimensions of Emotional Intelligence and describe how knowledge of EI helps any manager.

OR

What are the types of power that could be exercised by people in organisations?
Why is coercive power generally dysfunctional? (10)

Q.4. What is perception and what are the common shortcuts people make to judge others which often leads to perceptual errors?

OR

Contrast upward, downward and lateral communication and provide examples of each. (10)

Q.5. You are a Manager in an organisation and have been receiving complaints from staff about the stressful conditions at work. Suggest some organisational approaches or strategies that could be adopted to manage stress at organisational level.

OR

Your friend is getting transferred from India to USA. Prepare him to face the cultural shock that he might experience on shifting to this new place. Use Hofstede's value dimensions of national culture to explain the differences in culture. (10)

Q.6. Explain Tuckman's five stage model of group development.

OR

Explain the various stages in conflict process and different strategies that could be used to handle conflicts.

(10)

Q.7. Describe **any two** group decision making techniques with examples. How can group decision be made more effective?

(10)

Q.8. You have joined a new organisation as Head of Department, however, you observe that employees in your team are very talented but not fully motivated. Design an action plan using **any two** motivational theories to motivate your team members.

(10)

Q.9. Write short notes on **any five**:

- (a) Groupthink
- (b) Organisational Climate
- (c) Job rotation
- (d) Punctuated equilibrium model
- (e) Attribution theory
- (f) Differentiate between EQ & IQ

(5x2=10)

Q.10. Choose the correct option:

- (a) The application of reinforcement concepts to individuals in the work setting is referred to as:
 - (i) Classical conditioning
 - (ii) Self-management
 - (iii) Reengineering
 - (iv) Behaviour modification

- (b) What is the exact stage development as per Tuckman's model?
 - (i) Storming, forming, norming, performing, adjourning
 - (ii) Norming, storming, adjourning, forming, performing
 - (iii) Forming, storming, norming, performing, adjourning
 - (iv) Norming, adjourning, forming, storming, performing

- (c) Which is not a dimension in Maslow's hierarchy of needs?
- (i) Physiological
 - (ii) Safety
 - (iii) Esteem
 - (iv) Ego
- (d) _____ are acceptable standards of behaviour that are shared by Group's members:
- (i) Rules
 - (ii) Policies
 - (iii) Norms
 - (iv) Roles
- (e) The ability to influence another is a function of _____.
- (i) Organisation culture
 - (ii) Emotional Intelligence
 - (iii) Dependency
 - (iv) Harassment

(5x2=10)
