

**University Question Paper**
**April – 2019**

**Note:** (1) All questions are compulsory. (2) Figures to right indicate full marks.

- (1) (A) **Select the most appropriate answer from the options given below: (Any Ten) (10)**
- (1) A work \_\_\_\_\_ interacts primarily to share information and make decisions to help members perform in areas of responsibility. (a) team (b) group (c) roles (d) models
  - (2) \_\_\_\_\_ team do not have the authority to unilaterally implement their recommendations for improvement. (a) Problem solving (b) Cross functional (c) Self-managed (d) Virtual
  - (3) A \_\_\_\_\_ of resource directly reduces the ability of a team to perform effectively. (a) structure (b) Scarcity (c) abundance (d) complete
  - (4) The potential for conflict increases when either too little or \_\_\_\_\_ communication takes place. (a) occasional (b) too much (c) one-way (d) two way
  - (5) \_\_\_\_\_ conflict means emotional involvement in a conflict that creates anxiety, tenseness, frustration and hostility. (a) Functional (b) Felt (c) Perceived (d) Process
  - (6) The desire to withdraw from or suppress a conflict is \_\_\_\_\_ intention. (a) avoiding (b) collaborating (c) accommodating (d) competing
  - (7) \_\_\_\_\_ factors can influence interpretation of emotions. (a) Environmental (b) Cultural (c) Social (d) Natural
  - (8) The central idea behind \_\_\_\_\_ is to identify, and modify the emotions one feels. (a) emotion regulation (b) cascading model of emotional intelligence (c) mood regulation (d) positive emotions
  - (9) \_\_\_\_\_ lead to deviant workplace behaviour. (a) Negative emotions (b) Positive emotions (c) Emotional Regulation (d) Emotions
  - (10) The collapse of the financial sector and global recession are example of \_\_\_\_\_. (a) social trends (b) workforce changes (c) economic shocks (d) technological changes
  - (11) Stress is associated with demands and \_\_\_\_\_. (a) hindrances (b) challenges (c) resources (d) goals
  - (12) Role \_\_\_\_\_ occurs when the employee is expected to do more than time permits. (a) overload (b) ambiguity (c) underload (d) overlap
- (B) **State whether the following statements are True or False: (Any Ten) (10)**
- (1) Problem-solving team members are from same hierarchical level who come together to accomplish a task.

- (2) Effective teams do not exhibit trust among its members.
- (3) Teams do worse when they have one or more highly disagreeable members.
- (4) There are six stages in the conflict process.
- (5) Intentions means the use of resolution and stimulation techniques to achieve the desired level of conflict.
- (6) All things being equal integrative bargaining is better than distributive bargaining,
- (7) Moods are action oriented in nature.
- (8) Emotions are caused by general events.
- (9) Emotion is a factor in hiring employees.
- (10) Economic demands are related to person's job.
- (11) Challenges Stressors keep you from reaching you goals.
- (12) Addicts are people obsessed with their work.

(2) **Answer any Two of the following:** (15)

- (a) Define team. Describe the different types of teams.
- (b) Discuss how team composition affects team effectiveness.
- (c) What are the different team processes that influences team effectiveness?

(3) **Answer any Two of the following:** (15)

- (a) Discuss the two possible customer from conflicting situations in an organization.
- (b) Explain various Conflict Management Techniques.
- (c) Write a note on distributive bargaining.

(4) **Answer any Two of the following:** (15)

- (a) Define emotion and explain the basic emotions.
- (b) What is Emotional Intelligence? Discuss the arguments for and against emotional Intelligence.
- (c) Discuss the impact of emotions and moods on negotiation, customer service and deviant workplace behaviours.

(5) **Answer any Two of the following:** (15)

- (a) Explain the various organizational factors that cause stress.
- (b) Describe the effects of stress on the behaviour of an individual.
- (c) Discuss different individual approaches to managing stress.

(6) **Write short notes on: (Any Four)** (20)

- (a) Differentiate between team and group.
- (b) Contextual factors influencing team effectiveness.
- (c) Interactionist view of conflict.
- (d) Regulation of emotions.
- (e) Personality, social activities and age as sources of emotion.
- (f) Stimulants of change.