

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

A) Select the most appropriate answer from the options given below: (Any Ten) (10)

- (1) Group members who meet to discuss ways of improving quality, efficiency and the work environment is called _____.
(a) cross-functional (b) self-managed (c) virtual (d) problem solving
- (2) Teams with _____ experienced / skilled members perform better. (a) less (b) average (c) more (d) adequate
- (3) A team's characteristic of reflecting on and adjusting the master plan when necessary is known as _____. (a) reflexivity (b) mental model (c) social loafing (d) team efficacy
- (4) _____ is a process that begins when one party perceives another party has or is about to negatively affect something the first party cares about. (a) Conflict (b) Stress (c) Negotiation (d) Communication
- (5) There are _____ stages in the conflict process. (a) Four (b) Five (c) Six (d) Three
- (6) _____ means the use of resolution and simulation techniques to achieve the desired level of conflict. (a) Stress management (b) Politics (c) Conflict management (d) Intentions
- (7) Affect can be experienced in the form of _____ or moods. (a) beliefs (b) emotions (c) attitude (d) thoughts
- (8) Emotional Intelligence is a factor in _____ employees. (a) terminating (b) hiring (c) training (d) motivating
- (9) Effective leaders' _____ emotional appeals to convey their message. (a) rely on (b) do not rely on (c) reject (d) ignore
- (10) Faster, cheaper and more mobile computers are examples of change in _____. (a) social trends (b) world politics (c) competition (d) technology
- (11) _____ are things within an individual's control that he or she can use to resolve demands. (a) Hindrances (b) Challenges (c) Resources (d) Goals
- (12) Tension, irritability and boredom are _____ symptoms of stress. (a) physiological (b) psychological (c) social (d) behavioural

B) State whether the following statements are True or False: (Any Ten) (10)

- (1) Effective teams have a higher level of efficacy.
- (2) There is no difference between work group and team.
- (3) Virtual teams do not use computer technology.

- (4) The interactionist view of conflict believed that all conflict is harmful and must be avoided.
 - (5) Size and specialisation of group activities can stimulate conflict.
 - (6) Sharing information is high in distributive bargaining.
 - (7) Emotions are usually accompanied by distinct facial expressions.
 - (8) Many researchers agree on five universal emotions.
 - (9) Moods enhance problem solving skills.
 - (10) Stress is associated with demands and goals.
 - (11) Roles are demands related to a person's job.
 - (12) Role overlap means role expectations are not clearly understood and the employees are not sure what to do.
- (2) **Answer any Two of the following:** (15)
- (a) Differentiate between team and group. Describe problem solving team and self-managed team.
 - (b) Explain the impact of any three contextual factors related to team effectiveness.
 - (c) Discuss team efficiency, level of conflict and social loafing as factors influencing team effectiveness.
- (3) **Answer any Two of the following:** (15)
- (a) Define conflict. Explain the traditional and resolution focused view of conflict.
 - (b) Describe the role of intentions in the conflict process.
 - (c) Compare and contrast between distributive and integrative bargaining strategies.
- (4) **Answer any Two of the following:** (15)
- (a) Define emotions and moods. Differentiate between emotion and mood.
 - (b) Briefly explain the sources of emotions and moods.
 - (c) Explain any three applications of emotions and moods.
- (5) **Answer any Two of the following:** (15)
- (a) Identify the different factors that act as stimulants to change.
 - (b) Discuss the individual variables that moderate the effect of experienced stress.
 - (c) What are the various organisational approaches to managing stress?
- (6) **Write short notes on: (Any Four)** (20)
- (a) Cross-functional teams. (b) Conflict Management Techniques. (c) Basic emotions. (d) Emotional regulation. (e) Environmental factors as a potential source of stress. (f) Relationship between stress and job performance.