

Please check whether you have got the right question paper.

- N.B:
1. All questions are compulsory.
 2. Figures to the right indicate full marks.

- Q1 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 stimulation 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

Q1 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 specialization of group activities can stimulate conflict.
6. Sharing of 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.

Q.2 Answer any two questions from 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 efficacy, level of conflict and social loafing as factors influencing team effectiveness.

Q.3 Answer any two questions from 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.

Q.4 Answer any two questions from the following: 15

- Define emotions and moods. Differentiate between emotion and mood.
- Briefly explain the sources of emotions and moods.
- Explain any three applications of emotions and moods.

Q.5 Answer any two questions from the following: 15

- Identify the different factors that act as stimulants to change.
- Discuss the individual variables that moderate the effect of experienced stress.
- What are the various organizational approaches to managing stress?

Q.6 Write short notes on : (Any four) 20

- Cross – functional teams
- Conflict Management Techniques
- Basic emotions
- Emotional regulation
- Environmental factors as a potential source of stress
- Relationship between stress and job performance
