# ASSIGNMENT

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| **Course Code** | **:** | **MMPC-011** |
| **Course Title** | **:** | **Social Processes and Behavioural Issues** |
| **Assignment Code** | **:** | **MMPC-011/TMA/JAN/2026** |
| **Coverage** | **:** | **All Blocks** |

**Note: Attempt all the questions and submit this assignment to the coordinator of your study centre. Last date of submission for January 2026 session is 30th April, 2026 and for July 2026 session is 31st October, 2026.**

1. Explain the society–environment–organisation interface and discuss how key social processes (such as socialisation, cooperation, competition and conflict) act as sources of human behaviour in organisations. Illustrate your answer with suitable workplace examples.

2. What are the major determinants of personality and how do they interact with values and attitudes to influence behaviour at work? Discuss how perception and attribution processes can lead to errors in managerial judgement, and suggest ways to minimise such errors.

3. Differentiate between content and process theories of motivation, citing at least one example of each. How can concepts of learning and behavioural modification be used by managers to enhance employee motivation and performance in organisations?

4. Define group dynamics and explain the stages of group development. Discuss the sources of conflict in groups and describe how effective communication, team-building practices and negotiation strategies can be used to manage conflict constructively.

5. Discuss the relationship between leadership style, organisational culture and employee behaviour. How can understanding social and behavioural processes help managers lead organisational change and foster a positive organisational climate?

**1. Explain the society–environment–organisation interface and discuss how key social processes (such as socialisation, cooperation, competition and conflict) act as sources of human behaviour in organisations. Illustrate your answer with suitable workplace examples.**

**Answer**

Organisations are open social systems. They receive people, ideas, resources and expectations from society and the wider environment, transform them through organisational structures and processes, and return products, services, jobs and other outcomes to society. The society–environment–organisation interface therefore refers to this continuous two-way relationship. It explains why the same formal rule can produce different behaviour in different settings: employees bring social learning and values to work, while the organisation teaches new roles, norms and ways of behaving.

**The society–environment–organisation interface**

Society provides the broad value system within which organisations operate. Family patterns, education, religion, community life, social class, professional groups and national culture influence ideas about authority, cooperation, achievement, equality, time, gender roles and acceptable conduct. For example, employees who have grown up in settings that strongly value group responsibility may be comfortable with team-based work, while others may place greater importance on individual achievement and personal recognition. These tendencies are not fixed rules, but they shape the expectations that people carry into the workplace.

The environment adds economic, technological, political, legal, ecological and competitive pressures. A recession may make employees anxious about job security; new technology may require learning and adjustment; labour law may change managerial practices; and intense market competition may encourage faster decisions and higher performance targets. The organisation responds through its structure, leadership, culture, reward systems, communication and human-resource practices. At the same time, organisational actions influence society through employment opportunities, working conditions, products, ethical standards, environmental practices and the development of new skills. Thus, the relationship is reciprocal rather than one-sided.