

HR-2305

Managing Interpersonal & Group Processes

(पारस्परिक एवं समूह प्रक्रियाओं का प्रबन्ध)

Master of Business Administration /

P.G. Diploma in Marketing Management

(MBA-10/12/13 / PGDHRM-10)

4th / 2nd Semester Examination, 2019 (June)

Time : 3 Hours]

Max. Marks : 80

Note : This paper is of Eighty (80) marks divided into three (03) sections A, B and C. Attempt the questions contained in these sections according to the detailed instructions given therein.

SECTION-A

(Long Answer Type Questions)

Note : Section 'A' contains four (04) long answer type questions of Nineteen (19) marks each. Learners are required to answer any two (02) questions only.

(2×19=38)

1. Define group cohesiveness and state its characteristics. Briefly explain with examples the factors which have impact on group cohesiveness.
2. Describe the role of information technology in organisational change and development.
3. What is team building ? Discuss the characteristics of team and its behaviour. Suggest ways to energize the team and keep it going.
4. What is communication ? Describe types and methods of interpersonal communication in modern day organizations.

SECTION-B

(Short Answer Type Questions)

Note : Section 'B' contains eight (08) short answer type questions of eight (08) marks each. Learners are required to answer any four (04) questions only. (4×8=32)

1. Define group and explain in brief various types of groups.

2. Explain the conditions in which communication networks are formed.
3. "Feedback is the communication of feeling and perceptions by one individual to another". Explain.
4. Discuss the importance of interpersonal trust.
5. Explain the importance of information / data in decision making process.
6. "In problem solving tasks, groups generally produce more and better solutions than individuals". Discuss.
7. Briefly explain the process of brain storming.
8. Explain the role of recruitment in team building.

SECTION-C
(Objective Type Questions)

Note : Section 'C' contains ten (10) objective type questions of one (01) mark each. All the questions of this section are compulsory. (10×1=10)

Fill in the blanks :

1. Team building is a _____ process.
 - (i) Temporary
 - (ii) Continuous
 - (iii) Individual
 - (iv) Communication.

2. In a _____ network those on the ends of the spokes do not directly communicate with each other.
 - (i) Wheel network
 - (ii) Chain network
 - (iii) Circle network
 - (iv) None of the above.

3. With the societal and technological developments, the interactions between the individuals have _____.
- (i) Increased
 - (ii) Decreased
 - (iii) Developed
 - (iv) Worsened.
4. In the organization the committees or task forces constituted for specific purpose will be the _____ groups.
- (i) Formal temporary
 - (ii) Informal temporary
 - (iii) Informal permanent
 - (iv) Formal permanent.
5. _____ defined group cohesiveness as "Group cohesion, or a sense of spirit of group unity collectively held by the membership is one of the most important constructs in group dynamics.
- (i) Robbins
 - (ii) Carol Losh
 - (iii) Philip Kotler
 - (iv) Peter Drucker.

6. Office memorandum is a _____ communication.
- (i) Formal Oral
 - (ii) Informal written
 - (iii) Formal written
 - (iv) Informal oral.
7. _____ has two aspects-giving and receiving.
- (i) Feedback
 - (ii) Communication
 - (iii) Motivation
 - (iv) Behaviour.
8. _____ is intended to produce totally new ideas and solutions by stimulating the creativity of group members.
- (i) Brain storming
 - (ii) Motivation
 - (iii) Group discussion
 - (iv) Team building.

9. _____ is used to systematically gather the judgements of experts for use in developing forecasts.

- (i) Brain storming
- (ii) Motivation
- (iii) Delphi technique
- (iv) None of these.

10. Various ways shown by group members to show their strength is called _____.

- (i) Bargaining
 - (ii) Consensus
 - (iii) Tug of war
 - (iv) Domination.
-