

**MBA-10/PGDHRM (Master of Business Administration/P.G
Diploma in Human Resource Management)**

Fourth Semester/Second Semester Examination 2012

HR-2305

Managing Interpersonal and Group Processes

Time: 3 Hours

Max Marks: 60

Note: This paper is of Sixty (60) marks containing three (03) sections, learners are required to attempt the questions contained in these sections according to the detailed instructions given therein.

Section-A

(Long Answer Type Question)

Note: This section contains four (4) long answers Question of fifteen (15) marks each. Learners are required to answer two (02) questions only.

Q 1. According to the study of social behavior of the people, classify and explain different types of groups.

Q 2. Describe the stages involved in the development of a group.

Q 3. Write short note on:

(a) group synergy (b) group decision making

Q 4. Explain interpersonal communication and its impact on the groups.

Section B

(Short answer type Questions)

4*5=20

Note: This section contains (08) eight short type answer questions of (05) five marks each. Learners are required to answer (04) four questions only. Answer of these questions must be restricted to (250) two hundred fifty words approximately.

Q 1. What are the causes of group cohesiveness?

Q 2. Give the elements of the communications process.

Q 3. What role does noise play in an effective communication process?

Q 4. How can feedback process help in yielding better results?

Q 5. Mention the features of a well-developed group.

Q 6. Give reasons why people join group.

Q 7. Why do the managers need to know the concept of group behavior?

Q 8. 'Complex task accomplishment requires group efforts'. Discuss

Section C

(Objective-Type Questions)

Note: This section contains 10 (Ten) objective type Questions of one (01) mark each. All the questions of this section are compulsory.

State whether the followings statements are True and False:

Q 1. Communications is quite essential for coordination, which is the essence of effective management.

Q 2. Desirable outcomes can sometimes be achieved with a garbage can strategy, but this approach can also lead to serious difficulties.

Q 3. The most flexible organizations have a culture of ignoring change.

Q 4. The power of an individual or a group is directly related to the persons or groups substitutability.

Q 5. Organisational culture is an important sources of stability and continuity to the organization , which provides a sense of security to its members.

Indicate the correct answers.

Q 6. Which of the following type of terms are composed of employee from about the same hierarchical level, but from different work areas who come together to accomplish a task?

- (A) Problem solving teams (B) Self managed work team
(C) Cross-functional teams (D) Self-directed teams

Q 7. Complete the given statement

Potential group performance = Individual performance+-----

- (A) Expected Performance (B) Synergy
(C) Faculty group Performance (D) Disagree

Q 8. Which of the following terms was coined by Richard Backhard in the mid -1950s as a response to the needs for integrating organizational needs with individual needs?

- (A) Change Management (B)Time management
(C) Organization Development (D) Group Cohesiveness

Q 9. A manager who exerts power by evoking fear has ----- power.

- (A) Coercive (B) Legitimate
(C) Referent (D) Reward

Q 10. In which of the following stage of socialization process, the new employee changes and adjusts to the job, work group and organization?

- (A) Pre- arrival (B) Encounter Stage
(C) Metamorphosis (D) Adjustment stage