



उत्तराखंड मुक्त विश्वविद्यालय हल्द्वानी (नैनीताल)

Programme Name-MBA-Fourth Semester /PGDHRM-Second Semester

Programme Code-MBA-13/PGDHRM-10

Course Name-Managing Interpersonal & Group Processes

Course Code-HR 2305

Maximum Marks-40

Session -2014-15,Summer

Last Date of Submission: 15 July , 2015

Section-A

Section 'A' contains 08 short answer type questions of 5 marks each. Learners are required to answers 4 questions only. Answers of short answer-type questions must be restricted to 250 words approximately.

Discuss the following (1-8) –

1. Organisational Learning.
2. Lewin's Model for change.
3. Increasing Group Productivity.
4. Development of Interpersonal Relationship.
5. Group Synergy.
6. Group Decision Making.
7. Kottar and Heskette's study on Organisational Culture.
8. Political behaviour in Organisations.

Section-B

Section 'B' contains 04 long answer-type questions of 10 marks each. Learners are required to answers 02 questions only.

1. Why is the relationship between group norms and group cohesiveness? What roles do both cohesiveness and norms play in shaping group performance?
2. How are power and politics related to each other? Why is coercive power usually less effective over the long run than the other types of powers?
3. How does communication affect the interpersonal influence in an organisation? Discuss why rumours occur in an organisation.
4. Read the case II-Bloom or Bust as given in Unit 7 titled Group Synergy and Team Building (on Page No. 132-133) in your Self Learning Material and answer the following questions;
 - a) What steps might director John Peterson take to improve his relationship with the informal groups at the Horticultural Society?
 - b) How might a better communications network and better development of roles (of board members and paid staff) help improve productivity at the Horticultural Society?