

UTTARAKHAND OPEN UNIVERSITY, HALDWANI (NAINITAL)

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

Programme Code- MBA-13 /PGDHRM-10

Course Name- Managing Interpersonal and Group Process

Course Code-HR 2305

Maximum Marks-40

Session -2015-16, Summer

Last Date of Submission: 15 May, 2016

Section-A

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

Discuss the following (1-8) –

1. Consequences of group cohesiveness.
2. How group productivity can be increased?
3. Importance of organisational power.
4. Organisational Development.
5. Five communication skills of effective supervisor.
6. Stages in the development of interpersonal relationship.
7. Advantages and disadvantages of group decision making.
8. Dimensions of organizational culture.

Section-B

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

1. Compare and contrast group and individual decision making. What are the major problems with group decision making.

2. Case

Diana was sitting in the office of her dentist. She had to wait for at least 30 minutes before her turn came. To pass the time she picked up a magazine. In the magazine she found a very good article entitled 'where good ideas really come from'. The major theme of the article was that the best ideas for improvement were most likely to come from the rank-and-file employees

and not managers. The article went on to describe the various ways of getting these ideas flowing upward so they could be used to improve the organization.

The article, proposed that special 'suggestion boxes' be placed in strategic places around the organization, with blank forms for employees to fill out describing their ideas for improvement.

Diana who was the managing director of Diatech Ltd, held discussions with several of her senior managers. It was agreed to implement the programme. Several specially designed boxes were placed in various areas around the company and employees were requested through circulars about the implementation of the suggestion scheme.

Diana anxiously awaited the first batch of suggestions. After the first week, the personnel manager brought them in. There were three 'suggestions'.

One suggestion was that the suggestion box be scrapped.

The second suggestion was for Diana requesting her to get married

The third suggestion was not to waste time thinking about stupid suggestions.

Q 1. Why has the 'suggestion box' system not worked?

Q 2. Suggest an alternative method by which the 'suggestion box' system could be developed.

- 3) a. Explain the various types of communication. Discuss the comparative advantages of oral and written communications.
 - b. What is the main function of 'effective listening'? What are the common organizational situations in which this technique might be useful?
4. Who are the stakeholders? Describe the different ways in which managers manage stakeholder's relationships.