



NATIONAL OPEN UNIVERSITY OF NIGERIA
91, Cadastral Zone, Nnamdi Azikiwe Express Way, Jabi-Abuja
FACULTY OF MANAGEMENT SCIENCES
JULY 2017 EXAMINATION

Course Code: MPA809

Course Title: INTERPERSONAL/INTERGROUP RELATIONS

Credit Unit: 2

Instructions: 1. Attempt Question 1 and any other two (2) questions
2. Question 1 is compulsory and carries 30marks while the other 2 questions carry 20marks each
3. Present all your points in coherent and orderly manner

Time Allowed: 2 Hours

1. a. Explain the concept "Group"
[2marks]
b. List the characteristics of a group?
[8marks]
c. Show reason why individuals join groups?
[5marks]
d. Examine the factors that facilitates group formation
[7marks]
e. List the contributions of groups to an organization
[8marks]
2. a. What are the key roles that are essential to the overall success of a group. List the duties
of a sponsor: i. before the project ii. during the project stage
[10marks]
b. List and explain four characteristics of a good group member
[10marks]
3. a. Explain four (4) stages of group formation activities
[4marks]
b. How does social cohesiveness differ from task cohesiveness
[12marks]
c. List groups benefits for their members
[4marks]
4. a. As a member of a group, what are the likely problems you may encounter? [10marks]

b. One of the important purposes of group is decision making, explain six (6) types of group decisions.
[10marks]

5 a. State five (5) characteristics each for effective groups and ineffective groups [10marks]
b. Show the various ways of managing conflicts in a group.
[10marks]