

MMS/D-16
MANAGING INTERPERSONAL AND GROUP PROCESSES
PAPER-HRM-303

Time Allowed: 3 Hours

Maximum Marks: 70

Note: Attempt any eight questions from part-A. And any three Questions from part-B.

Part-A

1. Define group. What is the relevance of groups for an organization?
2. How teams are different from groups?
3. Discuss group as a medium of social learning.
4. What is communication process? Explain communication networks.
5. Explain 360* feedback with its relevance in an organization.
6. What is team Synergy?
7. What is social loafing and social facilitation?
8. Group norms and group roles-their relivance for group productivity.
9. Write a short note on conflict management.
10. How power and politics effects interpersonal and group behaviour?

Part-II

11. What are the various types of groups? Explain group development stages.
12. What is group decision making? Explain techniques of group decision making.
13. Explain accomodation, co-operation and competition as group influence processes with suitable examples.

14. Define communication. What are the factors affecting inter personal communication?
15. What is the relevance of interpersonal relations in an organization? How transactional analysis theory is helpful in understanding human behaviour at work.