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MBA/D-17
MANAGING INTERPERSONAL AND GROUP PROCESSES
Paper: MBA-HRM-303

Time: Three Hours

Maximum Marks: 80

Note: Attempt eight questions from Part A carrying 5 marks each and three questions from B carrying 10 marks each.

Part-A

Short answer type questions :

1. Define and classify group and how an group is helpful in designing an organization?
2. What is the role of group in social learning of an individual?
3. What is the relevance of group norms in shaping of group work behaviour?
4. What is team effectiveness? Elaborate criteria of team effectiveness.
5. What do you mean by power? Elaborate various sources of power in an organization.
6. Define the concept of 'Life Script analysis'.
7. How do 'group think' and 'group shift' affect group behaviour?
8. Explain factors affecting inter personal communication.
9. Explain accommodation and assimilation as group influence processes with suitable examples.
10. Write brief note on teams and circles.

Part-B

11. Describe what happens in each stage of a group's development according to Tuckman's five-stage model. What are the leadership requirements in each stage.
12. What are the various techniques that can be used to improve group decisions?

13. What are the types of power and also discuss some ways to empower people at work?
14. What is behaviour modification? Explain B.F. Skinner's model of behaviour modification.
15. What is career management? Explain the key issues to deal with during the maintenance career stage.