

MMS/D-15  
MANAGEING INTERPRERSONAL AND GROUP PROCESSES  
PAPER-HRM-303

Time Allowed: 3 Hours

Maximum Marks: 70

Note: Attempt any eight questions from Part-A of 5 marks each and three questions of 10 mark each from Part B.

PART-A

1. Explain the concept of Group synergy and discuss its significance for organizational group productivity.
- 2 What is Interpersonal Trust? Discuss procedure to develop and improve interpersonal trust
- 3 Explain the meaning of Career Roles.
- 4 What do you mean by Informal Group? Discuss their significance and explain, how they influence group performance.
- 5 Explain the meaning and significance of Fundamental Interpersonal Relations Orientation (FIRO-B).
- 6 Discuss the causes and consequences of competition between Groups in Organizations.
- 7 Discuss the significance of groups as a medium of learning developing and changing behaviour.
- 8 What is Team effectiveness? Elaborate criteria of team effectiveness.
- 9 Write note on Life-Script-Analysis.
- 10 What do you mean by Power? Explain various sources of Power.

PART-B

- 11 Explain steps in Group decision making process and discuss any two group decision making techniques.
- 12 What do you mean by Conflict? Explain causes and consequences of group conflict and discuss mechanisms of conflict management.
- 13 What do you mean Group Norms? How do these affect behaviour of group members. Explain with the help of suitable examples in organizational settings.
- 14 Explain the steps of Team building process and discuss issues related to team building process.
- 15 What do you mean by Interpersonal Awareness? Explain with the help of Johari Window.