

Roll No. ....

**MMS/D09** **6232**  
**Managing Interpersonal and Group Processes**  
**Paper: HRM-305**

Time: Three Hours]

[Maximum Marks: 70

Note :- Attempt any FIVE questions. All questions carry equal marks.

Q. No.1 is compulsory.

1. Write short notes on the following:

- (a) Group Morale
- (b) Interpersonal Trust
- (c) Group Synergy
- (d) Group Cohesiveness
- (e) Cooperation
- (f) Group Norms
- (g) Career Roles and Identity.

2. What do you mean by Group? Describe various types of groups.

How does reference group serve as a medium of learning, developing and changing social behaviour? Explain with suitable examples.

3. Explain the meaning of Group influence. Give an account of various group influence processes and explain how these processes affect group behaviour in organizations.

4. What do you understand by Feedback? Explain feedback process and summarize the practical benefits and drawbacks of 360 degree feedback and also discuss its implications in modern organization.

5. Explain the meaning of team and team building. What are different phases in team building process? Discuss potential benefits and difficulties of self-managed teams in organizations.

6. Describe the concept of Fundamental of Interpersonal Relation Orientation (FIRQ-B). Identify which interpersonal orientation fit you most closely and how would you develop an action plan for changing or maintaining your interpersonal orientation according to your personal wishes.
7. What do you mean by Group think? What are its causes and consequences? Analyse the effect of group think on group decision making and what can be done to minimize or avoid this effect?
8. What is Competition? Discuss benefits and losses of inter-group competition in organizations and also suggest ways and means to reduce negative consequences of inter-group competition.

