

Roll No. ....

Total Pages : 2

CMMS/D-18

**13500**

MANAGING INTERPERSONAL AND GROUP PROCESSES

Paper : HRM-303

Time : Three Hours]

[Maximum Marks : 70

**Note :** Attempt any *eight* questions from Part-A and any *three* questions from Part-B.

**PART-A**

8×5=40

**1. Short answer type questions**

- (i) Explain group as a medium of learning.
- (ii) How does accommodation and assimilation affect group behavior?
- (iii) What is team synergy?
- (iv) Explain the concept of social loafing and social facilitation.
- (v) Explain the concept and relevance of 360° feedback system.
- (vi) What is the nature and importance of career roles & identity in an organisation?
- (vii) How does power and politics affect group behaviour?
- (viii) Explain the concept of organisational socialisation.
- (ix) Explain any one effective conflict management technique.
- (x) What is communication process?

## **PART-B**

3×10=30

2. Explain social learning theory with its implications for work behavior.
  3. "Cooperation and competition in an organization are basic to its survival and success." Discuss.
  4. What do you mean by interpersonal awareness? Explain with the help of Johari Window.
  5. Differentiate team from group. Elaborate the criteria of team effectiveness.
  6. Explain the process and techniques of group decision making.
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