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MMS/D-12 13608

MANAGING INTERPERSONAL AND GROUP PROCESSES
Paper : HRM-305

Time : Three Hours] [Maximum Marks : 70

Note : Attempt five questions in all. Question No. 1 is compulsory. All questions carry equal marks.

1. Compulsory Question.

Write brief notes on the following :

- (a) Group norms and Social behaviour.
 - (b) Interpersonal Trust.
 - (c) Group cohesiveness.
 - (d) Competition.
 - (e) Team-building.
 - (f) Interpersonal Awareness.
 - (g) Barriers to Interpersonal communication.
2. Describe meaning and nature of Groups. Discuss the role of reference groups in learning, developing and changing social behaviour.
 3. Explain Feedback process. Discuss significance and implications of non-traditional feedback methods in modern organizations.
 4. Explain the concepts of career roles and identities. Discuss process and procedure to learn career roles in the light of modern technology in organizations.

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5. What do you mean by Cooperation? Discuss prerequisites and types of cooperation and also bring out consequences and outcomes of cooperation.
6. What do you mean by Group think ? Discuss causes and consequences of group think. How can you minimize the effect of Group think on decision-making process ?
7. What do you mean by Interpersonal Influence Process ? Explain Social Loafing and Social Facilitation and also explain how and under what conditions those processes affect individual and group behaviour.
8. Describe the process of group decision-making and mention five major weaknesses of decision making in Groups. Bring out counterarguments that powerfully describe some of the benefits of using group decision-making.

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