

AS-815

M.B.A. Semester-IV Examination
MANAGEMENT OF GROUP PROCESS (New Course)
Paper—MBA/4303/OB

Time : Three Hours]

[Maximum Marks : 70

Note :— (1) All questions are compulsory
(2) Figures to the right indicate marks.

SECTION—A

1. (a) Define Group Behaviour and explain theories of group formation. 14

OR

- (b) Explain the concept of group and group development stages. 14

SECTION—B

2. (a) How group can be a medium of learning ? Explain in brief. 7
(b) A well established unit manufacturing readymade garments plans to introduce new machines and new methods of production. The workers in the factory numbering one hundred fifty are fearful of the change and are resisting it in many ways. How will you advise the management to tackle the problem ? 7

OR

- (c) What do you mean by Group Conflicts ? 7
(d) You as a HR Manager are conducting a training programme for newly recruited employees, for their development but due to conflicts between you and some other employees they are resisting the training programme and not at all interested to attend it. How you will cope up with conflicts between you as an HR Manager and employees ? 7
3. (a) Define group dynamics. How it changes the organization group behaviour ? 7
(b) Mr. Ramesh is a supervisor in MNC. His work is to supervise the employees/group. Once he decided to change the group norms but nobody wants to accept this change as it will directly affect their working style. You as a HR Manager find out the resistance to change in group. 7

OR

- (c) Explain Group cohesiveness and benefits of Group cohesiveness. 7
- (d) In your Group there is a member who is trying to destroy the cohesiveness of group. Describe and discuss the measures you would adopt in dealing with the member who is trying to destroy the group cohesiveness. 7

SECTION—C

- 4. (a) How is interpersonal awareness created in a group ? Explain. 7
- (b) What is communication feedback process ? State its significance in organisational development. 7

OR

- (c) Explain feedback process and state its significance. 7
- (d) What do you mean by interpersonal relationship ? 7

SECTION—D

- 5. When Mr. Mohit Sharma took over the charge of administration of an organization, he realised that he was mistaken to take charge of organisation whose reputation was heard. He found that employees are working daily sincerely but have forgotten the future. The initiative and dynamism was lost among the employees. The earlier General Manager has followed the policy of Laissez-faire which has brought some name and fame to the organization but at very slow speed. Regarding administration, "Not to follow any rule" had become the rule of law. Much time was used to be spent on discussions. There was discontent over salary, promotion and other benefits to employees.

Newly appointed G.M. Mr. Mohit Sharma studied all these and tried to bring new vision and dynamism in organization.

- (a) Analyse the case 3
- (b) What were problems faced by new General Manager, Mr. Mohit Sharma ? 4
- (c) How will you advise Mr. Mohit Sharma to build a dynamic and high performing team of organization ? 7