

AU-1655

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

Time : Three Hours]

[Maximum Marks : 70

- N.B. :-** (1) All questions are compulsory.
(2) Figures to the right indicate marks.

SECTION-A

1. (a) Define group. Explain in detail how group is different from team with suitable example. 14

OR

- (b) What do you mean by group synergy ? Also discuss the power and politics in the group. 14

SECTION-B

2. (a) Discuss the process of communication in group. 7
(b) You are HR manager of fertilizers manufacturing unit. You want to develop awareness about interpersonal relationship. What ways will you suggest to the employees ? 7

OR

- (c) What is feedback in the group ? Explain its process in short. 7
(d) "Tata Group believes informal communication is an important factor to build up the morale of the employees." Hence the companies of the group regularly organize competitions, festivals, excursions, tours for the employees.
(i) Analyse the practice of Tata's and comment on it. Justify your answer. 7

3. (a) Explain the meaning of group dynamics with suitable example. 7
- (b) You are a leader of 15 members group. Everybody in the group is having different opinion regarding the task given by the head and so they are not able to co-operate with each other. Your job is to make a dynamic group to complete the given task. How will you do it ? 7

OR

- (c) What is change influence process in group ? 7
- (d) You have group of six members Ramesh, Dinesh, Pawan, Priya, Praju and yourself, in which Ramesh is always trying to destroy the cohesiveness of group. Discuss the measures you could adopt while dealing with Ramesh. 7

SECTION-C

4. (a) How group can be helpful for the change and development of the organization ? Explain. 7
- (b) Discuss the different determinants of group behaviour. 7

OR

- (c) Explain how group can be a medium of learning in detail. 7
- (d) What is meant by conflicts in the group ? How it can be resolved ? 7

SECTION-D

5. Mangesh has recently joined full time job in the technical department of the company named as Aasha Management Pvt. Ltd. after successful completion of Bachelor of Engineering in Mechanical. He is appointed as a technical analyst as he has several months of experience through working in the summers.

On very first day of the job the head of the department assigned him to work with Mr. Dinesh who is already working in the section from last 10 years. Mangesh was eager to get to work on his first day, showed his impatience with Dinesh who was talking with his friend and got

a disapproving look. On one occasion Mangesh climbed into the truck to get the tools when Dinesh was annoyed, "What's your hurry ? That job is not going to run away".

After morning tea, as they got up to go back to work, Dinesh again asked why he was hurrying. When they had to wait for half an hour for the electrician to come, Mangesh wanted to start his work again but Dinesh told him that hold tight and do one job at a time.

Mangesh learnt quickly that if he went along and followed Dinesh, there would be not trouble, but as soon as he tried to go it alone, he was sure to get a put down or a wisecrack from Dinesh.

Questions :

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| (1) Analyse the case. | 5 |
| (2) What group processes are taking place in this case ? | 5 |
| (3) Discuss decision making process in group with reference to Dilip in above case. | 4 |