

AT-1463

**M.B.A. (Semester—IV) Examination**  
**MANAGEMENT OF GROUP PROCESS**  
**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) What are different types of group ? Discuss different stages of group development. 14  
OR  
(b) Explain nature and characteristics of group. Discuss few theories. 14

**SECTION—B**

2. (a) Explain determinants of group. 7  
(b) Roshan was introvert person. He went to Pune for his post graduation. Within two years of his post graduation he stayed in hostel. He became very smart and talkative. How do you relate this change to group behaviour ? 7  
OR  
(c) Explain how group can act as a medium of learning ? 7  
(d) Ramesh Electronics is a medium scale company. In one of the departments there are nine members. In one situation, every member has rigid opinion and do not want to agree with the decision taken by the leader. As HR Manager, how would you tackle this situation ? 7  
3. (a) Explain the term group dynamics. 7  
(b) Wilo is an MNC, employing 3000 employees. The company is manufacturing industrial pumps. Employees in the company are of different cultural background. The company is facing problem of cohesiveness. As HR consultant, what steps you will take to increase group cohesiveness in a company ? 7  
OR  
(c) What is group cohesiveness ? Explain with suitable examples. 7  
(d) Mr. Roy has been given a special task to be completed in a month. Twenty members from different departments are deputed under Mr. Roy for doing the task. As the members are from various departments the problem of coordination and cooperation among members is observed. As HR consultant, how would you help Mr. Roy to make a group dynamic so that the task can be completed within given time ? 7

4. (a) What is interpersonal communication ? 7  
(b) CEO of Rahul Marbles is of the opinion that informal interaction in a group is important element for building interpersonal relations. He is encouraging his senior officers to carry out informal interaction in a group. Do you agree with CEO's opinion ? Justify your answer. 7

**OR**

- (c) How interpersonal awareness can be increased in a group ? 7  
(d) In an educational institute, every year feedback about faculty members is taken from students. This year students denied to give feedback about faculty members. What may be the reason ? Justify your answer. 7

**SECTION—C**

5. Mr. Samy is CEO of Hindustan Agro Products. Company is fast growing organisation. Presently the company is operating in Maharashtra only. CEO wishes to expand the marketing business in Northern region of India. To develop the business in Northern region company decided to appoint marketing head for Northern region. CEO decided to appoint the marketing Head from inside the organisation only. He called senior officers for interview. After interview of all senior officers, he short listed two candidates Mr. Arora and Mr. Singh for final selection.

Mr. Arora has experience of 20 years. He is sincere, hard working and soft spoken person. He maintains very good relations with subordinates and superiors. He is master in his work. He involves his subordinates in decision making process. He believes in participative management. His subordinates are very happy to work under him and like his leadership.

Mr. Singh is having only 10 years experience but he is very dashing and enthusiastic. He is innovative also. He is action oriented and desire fast results. He believes in fast decision making. Many decisions he takes on his own. He appreciates and recognises the good job done by subordinates.

- (1) Analyse the leadership styles and qualities of Mr. Arora and Mr. Singh. 8  
(2) In your opinion, who would be the right person for Head of North region and why ? 6