

Roll No.

Exam Code : D-18

Subject Code—0251

M.B.A. EXAMINATION

(Batch 2018 Onwards)

(Third Semester)

MANAGING INTERPERSONAL
AND GROUP PROCESS

OBH-312

Time : 3 Hours

Maximum Marks : 70

Note : Attempt *Five* questions in all, selecting at least *one* question from each Unit. Q. No. **1** is compulsory. All questions carry equal marks.

1. Define the following in few lines : **7×2=14**

- (i) Group Dynamics
- (ii) Power vs. Politics
- (iii) Cognitive dissonance

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- (iv) Trust
- (v) Brain Storming
- (vi) Group Synergy
- (vii) Distributive Negotiation.

Unit I

2. What are the problems faced by a group during the stages of group development ? How can these problems be solved ? Explain. **14**
3. Describe the meaning of group cohesiveness. What are the factors contributing to group cohesiveness ? **14**

Unit II

4. Outline the similarities and differences between Social Exchange Theory and Cognitive Dissonance Theory of interpersonal communication. **14**
5. “Transactional analysis is an aid to help group members gain self-understanding and improve their interpersonal skills within a group set-up.” Examine. **14**

Unit III

6. Write about the techniques of group decision making with merits and demerits of each technique. Do groups make better decisions than individuals ? Explain. **14**
7. Differentiate between a group and a team. Why is team building preferable at workplace ? Explain your answer with suitable examples. **14**

Unit IV

8. Define the nature and types of interpersonal conflicts. How do interpersonal conflicts arise ? What are its remedial measures ? **14**
9. What is meant by FIRO-B test ? How does FIRO-B test strengthen interpersonal relations ? Elaborate with examples. **14**