

2006

Subject Code—4433-X

**M.B.A. EXAMINATION**

(Re-appear)

(2 Years Scheme—3rd Semester)

(3 Years Scheme—5th Semester)

OBH-312/502

**MANAGING INTERPERSONAL AND GROUP  
PROCESSES**

*Time : 3 Hours*

*Maximum Marks : 70*

**Note :** Attempt any *Five* questions. All questions carry equal marks.

1. What do you mean by group ? Explain the types of groups. Discuss the merits and demerits of group as a medium of learning.
2. Explain the meaning and process of change. Why is absorption of planned change is considered critical to organisation's success ?

3. Define the meaning and significance of interpersonal communication. What are the different forms of interpersonal communication? Explain the strategies of effective interpersonal communication.
4. What are the organisational implications of increased interpersonal awareness? How does JOHARY window help in increasing interpersonal awareness?
5. Explain the advantages and disadvantages of individual and group decision-making. Briefly discuss the methods of group decision making.
6. What do you mean by team-building? Explain the stages of team-building process with relevant examples.
7. Differentiate between organisational development and management development. Discuss the different OD interventions in brief.

8. Write notes on any *two* of the following :
  - (i) How is group synergy formed and maintained?
  - (ii) What may happen if interpersonal trust starts declining?
  - (iii) Explain the consequences of positive and negative feedback.
  - (iv) Discuss the different influences processes.