

(49) SARDAR PATEL UNIVERSITY

MHRM Examination, I<sup>st</sup> SemesterWednesday Day Date 22.04.2015Session: Morning / Evening Time : 10:30am to 1:30pmSubject/Course Code : P A 0 1 C H R M 0 4 /Paper No. \_\_\_\_\_Subject/Course Title: Managing Group BehaviourTotal Weightage/Marks : (70)  
(10)**Q-1 Multiple Choice Questions**

- 1) Social Group: A helping process is written by \_\_\_\_\_  
 a) Konorka                      b) Linda Finlay                      c) Kelin                      d) None
- 2) Letters, memos, reports and forms are the examples of \_\_\_\_\_ communication  
 a) Oral                      b) Written                      c) Electronic                      d) None
- 3) Forming is the \_\_\_\_\_ step in group formation.  
 a) First                      b) Second                      c) Third                      d) Fourth
- 4) Interest group is the type of \_\_\_\_\_ group  
 a) Formal                      b) Informal                      c) Both                      d) None
- 5) In \_\_\_\_\_ stage members may disband either after meeting their goals or because members leave  
 a) Forming                      b) Performing                      c) Storming                      d) Adjourning
- 6) In \_\_\_\_\_ type of leadership Leader makes decisions without reference to anyone else  
 a) Democratic                      b) Consultative                      c) Autocratic                      d) None
- 7) \_\_\_\_\_ is the feature of group dynamics.  
 a) Concerned with Group                      b) Changes                      c) Flexibility                      d) All
- 8) Leadership, according to \_\_\_\_\_ is the ability to influence others, with or without authority.  
 a) Kelin                      b) Kant                      c) Peter De Lisle                      d) None

9) Appearance, Surrounding, body language is the examples of \_\_\_\_\_

a) Verbal Communication   b) None verbal Communication   c) Both   d) None

10) Dominant feature of problem solving team is \_\_\_\_\_

a) Direction   b) Clarity   c) Autonomy   d) Trust

Q-2 Define Groups and explain its usefulness in the Organization (15)

**OR**

Q-2 Enlist group dynamics and the theories (15)

Q-3 Define Team and explain its characteristics with examples (15)

**OR**

Q-3 Define decision and explain its use in conflict resolution in the groups (15)

Q-4 Define leadership and explain it by its styles and characteristics (15)

**OR**

Q-4 Explain different approaches to Group Work (15)

Q-5 Short Note (Any 2) (15)

1. Cooperation
  2. Communication
  3. Competition
  4. Policy Making
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