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Seat No. _____

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Sardar Patel University

MSW (HR) – Ist Semester Examination – 2016

Subject: Managing Group Behaviour

Date: 25.10.2016

Day: Tuesday

Code: PA01CSHR04

Time: 02:00pm – 05:00pm

Total Marks: 70

Q.1 Multiple choice questions.

(10)

1. _____ are routine and repetitive made within the framework of organisational policies and rules.
A) Programmed decision B) Non programmed decision
C) Strategic decision D) Tactical decision
2. Those occurring within the person called as _____.
A) Interpersonal Conflicts B) Intrapersonal Conflicts
C) Intergroup Conflict D) Intragroup Conflict
3. Brain storming was originally applied by Osborn in _____.
A) 1928 B) 1938 C) 1948 D) 1958
4. Which one of the following comes first in the process of decision making?
A) Clarify your objectives B) Define the problem
C) Identify alternatives D) Analyse the consequences
5. "Two heads are better than one" is an example of _____.
A) Decision Making B) Group Decision Making C) Conflict D) None
6. 'Organisational Behaviour' is written by _____.
A) K. Ashwathappa B) L.M. Prasad C) P. Uday D) None
7. _____ is one when there are different things you can do and you pick one of them.
A) Planning B) Motivation C) Decision D) None of them
8. _____ in some form or degree is part and parcel of human life, hence organisations are not free from it.
A) Stress B) Conflict C) Creation D) None of them
9. _____ are relevant for solving unusual problems in which various alternatives cannot be decided in advance.
A) Programmed Decision B) Non programmed Decision
C) Strategic Decision D) None of them
10. NGT stands for _____.
A) Normal Group Technique B) Nominal Group Technique
C) Normal Grade Technique D) Nominal Grade Technique

Q.2 What is decision making? Enlist and explain the types of decision making? (15)
OR

Q.2 Define the term 'Team' along with the examples and write a note on types and importance of team.

Q. 3 Explain Group Decision Making and elucidate the methods of Group Decision Making.
OR

Q.3 Define Conflict Management and explain Individual and Group level conflict. (15)

Q.4 Enlist and explain Theories of Group Formation. (15)
OR

Q.4 Write a detailed note on "Techniques to improve Group Decision Making"

Q.5 Short Notes (Any Two) (15)

1. Meaning and Classification of Group
2. Leadership
3. Conflict Resolution
4. Process of Decision Making

_____ X (2) X _____