

**2013**

*Time : 3 hours*

*Full Marks : 80*

*Candidates are required to give their answers in their own words as far as practicable.*

*The questions are of equal value.*

*Answer any **four** questions in which*

*Q. No. 1 is compulsory.*

1. Mark the following statements as 'True' or 'False':
  - (a) Communication is derived from latin word Communis.
  - (b) Storming stage is characterised by leadership.
  - (c) Communication should be two way.
  - (d) Mentoring is an ongoing relationship that is developed between a senior and a junior employee.

- (e) If majority of the group member agree to the made decision arrived at it is called majority mode.
  - (f) Job rotation is the process of preparing employees at a lower level to replace some one at the next higher level.
  - (g) Developing alternatives is the very first part of group decision making process.
  - (h) The settlement of intergroup conflict is done by job rotation.
  - (i) Group Cohesion is the degree to which group members are not attracted to each other.
  - (j) The Envy relation develops among the members in the norming stage.
2. Explain the meaning of group. Discuss various phases of group development.
  3. Explain the group decision making process in detail. Describe its various aspects.
  4. Describe the barriers of communication. Discuss the effective measures for good communication.
  5. Discuss the nature and sources of conflict.

6. Write short notes on any **two** of the following :
- (a) Group Cohesiveness
  - (b) Informal Group
  - (c) Group Synergy
  - (d) Concept of Influences
  - (e) Settlement of Intergroup Conflict
7. Discuss the Communication Network. Give a suitable diagram also.

