

JAYPEE INSTITUTE OF INFORMATION TECHNOLOGY, NOIDA

TEST-2

B.TECH 2nd SEMESTER

COURSE NAME: GROUP & CO-OPERATIVE PROCESSES

MAX MARKS: 25

COURSE CODE: 10B11PD211/07B21PD102

MAX TIME: 1 hr 30 min

Q1. Identify five roles you play. What behaviors do they require? Some of these roles are in conflict. How do you resolve these conflicts? (7)

Q2. (a) Analyse the communication process in a group with reference to Chinese Whisper Lab activity. (3)

(b) Which decision making technique was used in Kidney Machine Lab activity? Also explain the strengths and weaknesses of the used technique. (3)

Q3. What behaviour predictions might you make if you knew that an employee had: (6)

(a) An external locus of control

(b) A low Mach score

(c) Low self-esteem

(d) B type personality

Q4. Case Study:

(2*3)

Asha-Kiran Hospital was the only hospital in a small town of Manipal and employed 150 persons, 75 of whom were nurses and Auxiliary Nurse Mid-Wife (ANMs). A Nursing Superintendent, who, in turn was assisted by 5 head nurses in various specialities, managed the nursing department of the hospital. Each of the head nurses supervised from 10-15 nurses and ANMs. The head nurses were responsible for supervising their staff, shift scheduling, maintenance of supplies, training new employees and completing necessary hospital reports. Head nurses were usually the most senior nurse in their groups and had considerable experience in their areas of speciality.

One of the head nurses, Miss Silivia, got married and resigned. The Nursing Superintendent was faced with the problem of selecting a replacement. Because of various specializations, it was decided that the new head nurse should come from that group rather than be transferred from another area. There were ten nurses in the group and their seniority ranged from six months to seven years. Miss Veena, with seniority of five years, was well known as the informal leader of the group. She had served as spokesperson for the group on several occasions in the past, and the other nurses tended to follow her advice in most matters. Everyone agreed she exerted considerable influence within the group.

Questions:

(a) Make a case for selecting Miss Veena as the new head nurse.

(b) Make a case for not selecting as the new head nurse.