

Q 1. Define the term Group Dynamics. Differentiate between formal and informal groups.

Answer:-

GROUP DYNAMICS

Group dynamics is a set of behavioural and psychological processes that occur within a social group or between groups. It refers to the "nature of groups, the laws of their development, and their interrelations with individuals, other groups, and larger institutions" (Cartwright and Zander, 1968).

In an organization, the formation of groups is very natural, whether it is created by the management for the purpose of accomplishing the goals of the organization or by the members of the organisations themselves to fulfil their social needs.

There are two types of group, namely, formal groups and informal groups. Formal groups are the ones that are created as per official authority, so as to fulfil the desired objective. Unlike, informal groups are formed by the employees as per their likes, interests, and attitudes.

The most common reason behind the creation of a group is the urge of people to talk and make their own circle, where they can interact freely, know each other, work unitedly and accomplish the tasks which are being assigned to them.

Difference Between Formal and Informal Groups

The following are the differences between formal and informal groups:

1. The groups formed by the management of the organisation for accomplishing a specific task are known as Formal Groups. The groups that are formed by the employees themselves as per their likes and prejudices is known as Informal Groups.

2. The formal groups are deliberately created by the organisation, whereas the informal groups are established voluntarily.
3. The formal groups are big in size as compared to an informal group. Moreover, there can be sub-groups in a single formal group.
4. The structure of a formal group is designed in a hierarchical manner while the informal group lacks structure or say it has no structure.
5. In a formal group, the position of a member defines its importance in the group, but in an informal group, every member is as important as any other member.
6. In a formal group, the relationship between the members is professional, they gather just to accomplish the task allotted to them. On the other hand, in an informal group, there is a personal relationship between members, they share their opinions, experiences, problems, information with each other.
7. In a formal group, the flow of communication is restricted due to the unity of command. In contrast to an informal group, the flow of communication stretches in all directions; there is no such restriction.

Q 2. Describe Organizational structure. Prepare an organizational structure of a computer centre.

Answer:- Organizational Structure

An organizational structure is a system that outlines how certain activities are directed in order to achieve the goals of an organization. These activities can include rules, roles, and responsibilities. The organizational structure also determines how information flows between levels within the company.

The organizational structure also determines how information flows between levels within the company. For example, in a centralized structure, decisions flow from the top down, while in a decentralized

structure, decision-making power is distributed among various levels of the organization.

organizational structure of a computer centre

