No. of Printed Pages—4

706 (MP)

[18–HRGPKAC–M1S (N)]

MBA 1st Semester (New Course) Exam., 2018

MBA

[PGDBM/MBA (S1) 01]

(Management Process and Organizational Behaviour)

Full Marks : 80

Time : 3 hours

The figures in the margin indicate full marks for the questions

1. *(a)* Answer the following questions in *one/two* sentence(s) : 1×8=8

(i) Define business forecasting.

(ii) State two importances of control.

(iii) What are the determinants of personality?

(iv) State two features of communication.

(v) What is meant by group cohesion?

(vi) State the theory of Mintzberg's genesis of power.

(vii) What is contingency approach?

(viii) What are the two methods of forecasting?

(b) Choose the correct answers of the following : 1×4=4

(i) Reinforcement theory of Motivation was proposed by

(1) B. F. Skinner

(2) Edwin Locke

(3) David McClelland

(4) None of them

(ii) Division of work within an organization means

(1) there is hierarchy of positions in the organization

(2) work is divided on the basis of specialization

(3) administrative process is continuous and governed by official ruler

(4) relationships among individuals are governed through the system of official authority and rules

(iii) Which of the following is an Informal Group?

(1) Command Group

(2) Project Group

(3) Friendship Group

(4) Task Group

(iv) Which of the following is a quantitative method of forecasting?

(1) Delphi method

(2) Executive opinion method

(3) Sales force opinion method

(4) Time series method

(c) Fill in the blanks : 1×4=4

(i) _____ are intense feelings that are directed at someone or something.

(ii) _____ distinguished between Instrumental values and Terminal values.

(iii) The goal-setting theory of motivation was proposed by _____.

(iv) Fayol's management principles are known as _____ principles of management.

2. Answer briefly any *five* from the following questions (each in around *50* words) : 2×5=10

(a) Name two budgetary control techniques.

(b) State two characteristics of management.

(c) Does motivation affect behaviour? Explain.

(d) State two principles of management.

(e) Define performance appraisal.

(f) State Vroom's expectancy theory.

3. Answer any *three* from the following questions (in around *150* words) : 4×3=12

(a) Briefly write the benefits of career planning.

(b) Discuss briefly the ten commandments of good communication.

(c) What is meant by span of control? State four factors which affect span of control. 2+2=4

(d) Briefly state the objectives of budgetary control.

4. Answer any *three* from the following questions (in around *250* words) : 6×3=18

(a) What is meant by conflict? Discuss briefly the concepts of interpersonal conflict and intrapersonal conflict. 2+4=6

(b) Briefly discuss the stages of group development.

(c) Discuss Likert's management system with an example.

(d) What are the five personality traits in the Big Five Model? Discuss.

5. Answer any *three* from the following questions : 8×3=24

(a) Define Emotional Intelligence. What are its characteristics? Discuss. 2+6=8

(b) Define Organizational Behaviour (OB). Explain how globalization has affected organizational behaviour. 2+6=8

(c) Give the meaning of organization. Briefly discuss its characteristics. 2+6=8

(d) Analyze the following case :

Prime Minister Narendra Modi announced demonetization of ₹ 1,000 and ₹ 500 notes from midnight of 8th November, 2016 in a surprise move. He announced that new notes of ₹ 2,000 and ₹ 500 would be introduced and all other notes and coins of lower denomination would continue to remain valid. ATM withdrawals were restricted to ₹ 2,000 per day and withdrawal from bank accounts limited to ₹ 10,000 a day and ₹ 20,000 a week. Banks were to remain closed on 9th November, 2016 to make preparations. The staff of banks were expected to introduce the new order within time. They were asked to extend service hours and to keep open on holidays of 12th and 13th November, 2016. The banks had to deal with long queues in all branches.

Question :

You are the manager of a nationalized bank in a small town. You have limited number of staff members to operate the branch. Two staff members were out of station on leave. As a rational branch manager, how would you handle the situation? 8

★★★