No. of Printed Pages—3

01N (MP)

[18–HRGPKAC–MD1S (N)]

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

MANAGEMENT PROCESS AND ORGANISATIONAL BEHAVIOUR

[PGBA S1–01/PGCM S1–01]

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 management.

(ii) What is 'feed forward control'?

(iii) Define operational planning.

(iv) Define communication.

(v) Define organisational behaviour.

(vi) State one quality of a good leader.

(vii) State the concept of 'committee'.

(viii) What is conflict?

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

(i) Which of the following does not come under types of value?

1. Theoretical
2. Economic
3. Strategic
4. Social

(ii) Which of the following teams uses computer technology to tie together?

1. Problem-solving team
2. Virtual team
3. Cross-functional team
4. None of the above

(iii) Which of the following external factors influences in perception?

1. Size
2. Intensity
3. Contrast
4. All of the above

(iv) Team spirit belongs to which category of incentive?

1. Financial individual
2. Non-financial individual
3. Non-financial collective
4. None of the above

(c) Fill in the blanks : 1×4=4

(i) A. H. Maslow had developed the _____ theory for understanding human needs.

(ii) Communication between the employees of the same department is known as _____ communication.

(iii) Ranking method is a _____ method of performance appraisal.

(iv) _____ is the first step of control process.

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

(a) State the managerial skills.

(b) State two importances of organising.

(c) State any two non-budgetary control techniques.

(Continued)

(d) State two characteristics of management.

(e) What is paired comparison methods of performance appraisal?

(f) State two benefits of bureaucracy.

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

(a) Discuss any two modern methods of performance appraisal. 2+2

(b) Discuss how incentives can be a factor of motivation.

(c) Write a short note on formal communication.

(d) Write a note on the applicability of 'case studies' in management.

(e) Why do employees resist control? Give four reasons.

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

(a) Discuss briefly the strategies for managing stress.

(b) What is 'emotional intelligence'? Discuss different elements of emotional intelligence. 2+4

(c) Discuss the 'big five-personality theory'.

(d) Discuss the major challenges in organisational behaviour.

5. Answer any *three* from the following questions (each in around *300* words) : 8×3=24

(a) Discuss briefly Henry Fayol's 14 principles of management.

(b) Discuss briefly different steps involved in the planning process.

(c) Write short notes on the following : 4×2=8

(i) Project organisational structure

(ii) Matrix organisational structure

(d) Discuss briefly any two leadership styles. 4+4

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