No. of Printed Pages—4

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[19-HRPGKOW-M1S(N) 20M]

PGDHRM/PGDSM/MCOM/PGDBM-MBA 1st Semester (New) Exam., 2019 (W)

MANAGEMENT PROCESS AND ORGANIZATIONAL BEHAVIOUR

[PGBA/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 *1/2* sentence(s) each : 1×8=8

(i) State one characteristic of management.

(ii) What is feedback control?

(iii) State one advantage of forecasting.

(iv) What is line organizational structure?

(v) Define non-financial incentives.

(vi) State one disadvantage of bureaucracy.

(vii) What is Halo effect?

(viii) What are formal groups?

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

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

(1) Selection of candidates

(2) Distribution of products

(3) Training and development

(4) Transfer and promotion

(ii) Which of the following is not a traditional control technique?

(1) Personal observation

(2) Statistical report

(3) Management information system

(4) Budgetary control

(iii) The concept of MBO was conceived by

(1) Tom Peters

(2) Philip Kotler

(3) Herbert Simon

(4) Peter F. Drucker

(iv) According to French and Raven's Social Power Theory, which one of the following is not a source of power?

(1) Money power

(2) Reward power

(3) Coercive power

(4) Expert power

(c) Fill in the blanks : 1×4=4

(i) Theory–X and Theory–Y of motivation were propounded by _____.

(ii) Where the communication travels from superior to subordinate, it is known as _____ communication.

(iii) _____ is a performance measure of both efficiency and effectiveness of employees.

(iv) Under the _____ leadership style, all decision-making powers are centralized in the leader.

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

(a) State two features of planning.

(b) What is project organization structure?

(c) State any two importances of control.

(d) What is forced-choice method of performance appraisal?

(e) State two essential features of communication.

(f) State two main conclusions drawn by Prof. Elton Mayo on the basis of Hawthorne studies.

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

(a) Explain Frederick Herzberg's two-factor theory of motivation.

(b) Write any four interpersonal barriers to communication.

(c) Discuss four advantages of performance appraisal.

(d) Explain the contributions of Henry Fayol to the development of management thoughts.

(e) What is management by exception?

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

(a) Explain the biological, cultural and heredity factors determining personality.

(b) What is value? State the differences and similarities between values and attitudes. 2+2+2=6

(c) Discuss Rensis Likert's system of management.

(d) State the concept of group. Explain the different types of formal groups. 2+4=6

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

(a) Discuss the different types of conflicts and their behaviour in organizations.

(b) Define motivation. Discuss the importance of motivation in management. 2+6=8

(c) What is organizational behaviour? Explain the major challenges in OB. 2+6=8

(d) What are the levels of management? Explain the skills required at each level. 2+6=8

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