No. of Printed Pages—2 **1121/1125 (PDCMP)**

[23 HKPD1SNP- 24M]

MCOM / MBA 1st Semester (NEP) Exam. 2023 (W)

MCOM / MBA (DSC)

(*Management Process and Organizational Behaviour*)

[CM S1-01]

Full Marks : 70

Time : 3 hours

The figures in the right-hand margin indicate marks.

1. Answer any *five* out of the following questions (each in about 400 words): $10 \times 5 = 50$

(*a*) Discuss the evolution of management thought as observed through the distinct theories of management.

(*b*) Describe the various non-budgetary techniques of control.

(*c*) State the meaning of communication. Also explain the basic process involved in communication and the importance of the same. $2 + 4 + 4 = 10$

(*d*) Explain Theory *X* and Theory *Y* of motivation highlighting its applicability in the modern organisation.

(*e*) Describe the concept of Organisational Behaviour and showcase the major challenges for Organisational Behaviour in the modern business world. $3 + 7 = 10$

(*f*) Explain the external factors influencing the perception process. Also discuss the role of perception errors in fair appraisal of performance. $6 + 4 = 10$

(*g*) Discuss the concept of Leadership style with special focus on the suitability of the various style of leadership. $1 + 9 = 10$

(*h*) Describe the activities necessary to construct, develop and manage an effective team.

(Turn Over)

2. Answer any *four* out of the following questions (each in about 200 words): $5 \times 4 = 20$

(*a*) Explain briefly the various levels of management and the principal skill requirements at each level. $2.5 + 2.5 = 5$

(*b*) Explain the advantages of forecasting in an organisation.

(*c*) Discuss briefly the various factors affecting span of control.

(*d*) Explain the different phases in the career of an employee.

(*e*) Explain the impact of emotional intelligence on workplace effectiveness.

(*f*) Explain the causes of political behaviour of individuals in an organisation.