[24-HKPD1SN- 24J (M2)]

M.COM / MBA 1st Semester (NEP) Exam. 2024 (S2)

M.COM, MBA (DSC)

(*Management Process and Organizational Behaviour*)

[PGCM / BA, S1 - 01]

Full Marks : 70

Time : 3 hours

The figures in the right-hand margin indicate marks.

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

(*a*) Describe the principles of management forwarded by Henry Fayol.

(*b*) How can plans be classified ? Discuss.

(*c*) Explain the different steps involved in controlling. Discuss the reasons behind resistance to control. $6 + 4 = 10$

(*d*) Discuss the various methods of performance appraisal.

(*e*) Discuss the different types of financial and non-financial incentives that organisations can use to motivate employees. $5 + 5 = 10$

(*f*) Define Personality. Discuss the sixteen personality factors (16 PF) to describe the personality of employees. $2 + 8 = 10$

(*g*) Explain the three different styles of leadership. Describe its application in an organisation according to situation.

(*h*) "Team building is significant to achieve common goals with a commitment to take collective responsibility". In the light of this statement, analyse the prerequisites of managing effective teams.

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

(*a*) Explain the role of Indian ethos in management.

(*b*) Explain the functional organisational structure.

(*c*) Highlight the differences between formal channel of communication and informal channel of communication.

(*d*) Explain how globalisation has affected organisational behaviour.

(*e*) Explain the relationship between employee attitude and performance in workplace.

(*f*) Discuss the widely used strategies for managing stress.