1N (MPOB/MP)

[21 HRKP1S(N)–22A]

DBM/DHRM/PGDHRM/PGDSM/MCOM/PGDBM/MBA 1st Semester (New) Exam., 2021 (W)

MANAGEMENT PROCESS AND ORGANISATIONAL BEHAVIOUR

[PGBA S1 01]

Full Marks : 70/80

Time : 3 hours

The figures in the margin indicate full marks for the questions

(a) Learners admitted in 2020 and 2021 are to answer 70 Marks (Question Nos. **1** to **4**).

(b) Learners admitted in and before 2019 are to answer all the questions (Question Nos. **1** to **5**), i.e., for 80 Marks.

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

(a) What is conceptual skill? Which level of management requires more conceptual skill?

(b) State two quantitative methods of forecasting.

(c) Define organising.

(d) State two points of importance of control function of management.

(e) What is 'Management Information System'?

(f) State two barriers of communication.

2. Answer any *four* from the following questions (each in around *100* words) : 3×4=12

(a) Explain the assumptions of McGregor's Theory X.

(b) Discuss the concept of 'locus of control'.

(c) Write a brief note on different kinds of informal groups.

(d) How does the value system of a person influence his/her job satisfaction at work?

(e) Discuss any three challenges in Organisational Behaviour (OB).

3. Answer any *four* from the following questions (each in around *200* words) : 6×4=24

(a) Discuss briefly the classical approach to management.

(b) Discuss different factors which contributed to political behaviour in organisation.

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

(d) What is forecasting? Discuss the advantages and disadvantages of forecasting. 2+2+2=6

(e) What is control? Discuss different steps involved in control process. 2+4=6

4. Answer any *three* from the following questions (each in around *250* words) : 8×3=24

(a) Discuss briefly different leadership styles.

(b) Discuss 'project organisational structure' and 'matrix organisational structure'. 4+4=8

(c) What is performance appraisal? Discuss any two methods of performance appraisal. 2+3+3=8

(d) State the concept of personality. Discuss the 'Big Five' personality theory. 2+6=8

The following question is *NOT* for the learners admitted in 2020 and 2021 batches :

5. Answer any *one* from the following questions (in around *300* words) : 10

(a) Discuss briefly different functions of management.

(b) What is motivation? Discuss any one theory of motivation. 2+8=10

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