No. of Printed Pages—2

1 N (MPOB/MP)

[22-HKPD1SN-23A]

DSM/DBM/DHRM/PGDHRM/PGDSM/MCOM/PGDBM/MBA
1st Semester (New) Exam. 2022 (W)

(*Management Process and Organisational Behaviour*)

[PGCM/PGBA S1-01]

Full Marks : 70/80

Time : 3 hours

The figures in the right-hand margin indicate marks.

[Learners admitted in and after 2020 need to answer only Q.No. 1 to Q.No. 4 (total 70 marks)]

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

   (*a*) Explain the Bottom-up approach of planning.

   (*b*) State two distinctions between Policies and Objectives.

   (*c*) Describe two characteristics of project organisation.

   (*d*) Explain two structural barriers in communication.

   (*e*) Describe briefly the System Approach of organisational behaviour.

   (*f*) Explain the Win-Win approach to negotiation.

2. Answer any *four* from the following questions (each in around 120 words) : $3 \times 4 = 12$

   (*a*) State the relationship between planning and forecasting.

(*b*) Explain the various types into which control can be categorized.

(*c*) Describe briefly 'Management by Exception'.

(*d*) Describe the challenges of performance appraisal.

(*e*) Explain the relationship between attitude and behaviour.

3. Answer any *four* from the following questions (each in around 250 words) : $6 \times 4 = 24$

(*a*) Explain the qualitative and quantitative methods of forecasting.

(*b*) Describe Mc Gregor's Theory X and Theory Y.

(*c*) State and explain the Big Five Personality theory.

(*d*) Explain the qualities of a good leader.

(*e*) Describe important points for managers to develop and manage teams effectively.

4. Answer any *three* from the following questions (each in around 300 words) : $8 \times 3 = 24$

(*a*) Explain the fourteen principles of management.

(*b*) Describe the various types of departmentation for dividing responsibilities within an organisation.

(*c*) State and explain the modern methods of performance appraisal.

(*d*) Explain the different types of formal and informal groups.

(Q. No. 5 is only for learners admitted before 2020)

5. Answer any *one* of the following questions (in around 350 words) : $10 \times 1 = 10$

(*a*) Describe the steps in planning process.

(*b*) Explain the various external and internal factors which affect our perception.