2016

M B A

1st Semester Examination

MANAGEMENT PROCESSES

AND

ORGANISATIONAL BEHAVIOUR

PAPER—MBA-101

Full Marks : 100

Time : 3 Hours

The figures in the right-hand margin indicate full marks.

Candidates are required to give their answers in their own words as far as practicable.

Illustrate the answers wherever necessary.

1. Answer any *eight* questions from the following :   8×5

   (a) State the usefulness and limitations of departmentation.

   (b) How does motivation help in increasing productivity ?

   (c) Distinguish between centralisation and decentralisation.

(Turn Over)

(d) State the factor that affect span of management.

(e) Mention the salient aspects of McGregor's Theory X and Theory Y of motivation.

(f) Distinguish between feedback and feedforward control.

(g) Define Organisational Behaviour. What are the different types of variables in organisational behaviour ? 2+3

(h) What do you mean by Personality ? What behavioural predictions might you make if you knew that an employee had (i) an external locus of control, (ii) a low Mach score ? 1+2+2

(i) What is dysfunctional aspect of conflict ? How can you classify different types of conflicts ?

(j) Briefly explain five key personality attributes.

(k) What is 'Dissonance'? What are basic elements that create dissonance in an individual ? Indicate how 'Cognitive Dissonance Theory' can help in predicting the tendency to engage in behavioural change.

(l) Narrate the functions of organisational culture.

2. Answer any *four* questions from the following :   4×10

(a) Discuss Henry Fayol's fourteen principles of Management.   10

(b) (i) Explain briefly the contingency approach of management.

   (ii) Describe the steps followed in a process of planning.   5+5

(c) (i) Discuss briefly the principles of directing.

   (ii) Disucss any two tools of control.   5+5

(d) Write short note on 'Short-cuts of developing perception'.

(e) Describe Homan's model of Group development. Indicate its limitations.   6+4

(f) Describe Classical Conditioning Theory of learning. How does it differ from Operant Conditioning Theory ?

[*Internal Assessment : 10 Marks*]

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