

2017

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) Clearly distinguish 'hygiene factors' and motivating factors in the Herzberg theory of motivation.
 - (b) Discuss custodial model in O.8.
 - (c) Explain the propinquity theory in group dynamics.

(Turn Over)

- (d) Discuss in brief the system approach to 0.8.
- (e) Money acts as motivator or not. Give your arguments in the light of motivation theories.
- (f) Explain the concept of group dynamics.
- (g) Define the term Management. Distinguish between Administration and Management.
- (h) "Management is the art of getting things done through and with people"—Comment.
- (i) "Planning is a bridge between the present and the future"—Explain.
- (j) Write any three advantages and disadvantages of functional department.
- (k) "Decentralisation is nothing but an extension of delegation"—Illustrate your answer.
- (l) Define the term learning. State the various sources of learning.

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

- (a) Discuss in brief different stages of group formation.

- (b) Describe Vroom's expectancy theory of motivation with a suitable example.
- (c) Discuss the contribution of Taylor with reference to scientific management.
- (d) Explain in depth the significant contribution made by F. W. Taylor towards management.
- (e) What is the importance of organising? Describe the various steps involved in the process of organising.
- (f) Why is staffing function important for the organization? Relate staffing with manpower planning.

[Internal Assessment : 20 Marks]
