

2018

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.

Answer all questions.

1. Answer any *eight* questions :

8×5

- (a) "Management is regarded as an art by some and a science by others"—Comment.

(Turn Over)

- (b) "Explain, how coordination helps to increase the effectiveness of management.
- (c) Outline the major findings of the Hawthorne experiments.
- (d) "Decentralisation is nothing but an extension of delegation"—Illustrate your answer.
- (e) What do you mean by organisation behaviour ?
- (f) Mention the characteristics of theory X people.
- (g) Distinguish between values and attitudes.
- (h) Discuss functional aspects of conflict.
- (i) "Authority can be delegated, but not the responsibility"—Discuss.
- (j) State the factor that affect span of management.
- (k) Distinguish between feedback and feed forward control.
- (l) What do you mean by learning ? What are the different source of it ?

2. Answer any *four* questions : 4×10
- (a) Planning is deciding in advance, what is to be done in future—Critically examine.
 - (b) Why is staffing function important for the organization? Relate staffing with manpower planning.
 - (c) Briefly discuss two-factor theory of motivation.
 - (d) Discuss various models in organisation behaviour.
 - (e) Discuss Henry Fayol's fourteen Principles of Management.
 - (f) Explain in detail different stages of group formation.

[Internal Assessment : 20 Marks]
