

**NEW**  
**2015**  
**MBA 1st Semester Examination**  
**MANAGEMENT PROCESSES**  
**AND**  
**ORGANISATIONAL BEHAVIOUR**  
**PAPER—101**

*Full Marks : 100*

*Time : 3 Hours*

*The figures in the 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 four questions : 5×4
- (a) Management is an Art as well as Science. — Elucidate.
- (b) Discuss H. Fayol's 14 principles of Management.

*(Turn Over)*

- (c) Give a brief description of Theory X and theory Y.
- (d) Define and discuss organisational chart.
- (e) Write a note on strategic planning.
- (f) What is Functional Authority. 'Authority can be delegated, but not the responsibility.' — Discuss.

2. Answer any *four* questions : 4×5

- (a) Define Personality. Explain 'Personality-Job Fit' theory. 1+4
- (b) What is a conflict ? Is a conflict always dysfunctional ?  
What are the functional aspects of conflict ?
- (c) What is learning ? Describe Operant Conditioning Theory of Learning. 1+4
- (d) Distinguish between Attitude and Perception. Describe the Attribution Theory of Perception. 1+4
- (e) What are the different techniques of Group Decision Making ? Describe Delphi Technique of decision making. 2+3

- (f) Explain five reasons why people like to join groups in the organization.

3. Answer any *two* questions : 10×2

(a) (i) What is motivation ? Discuss different types of individual needs.

(ii) How are motivations, job satisfaction and performance related ? 5+5

(b) (i) What do you mean by centralisation and decentralisation ?

(ii) Explain the concept and nature of motivation. 5+5

(c) (i) What are the steps in control ? Also indicate the benefits of control ?

(ii) Give a structure of Territorywise or Geographical Departmentation and discuss. 5+5

4. Answer any *two* questions : 10×2

(a) Elucidate the model developed by Robbins for understanding organizational behaviour in terms of dependent and independent variables.

- (b) Why do interpersonal conflicts arise in the organisation ?  
If you were a manager, what measures would you suggest for their prevention and cure ? 5+5
- (c) What is organisational culture ? How do employees of an organisation learn culture ? 2+8

**[ Internal Assessment : 20 ]**

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