

2014

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 : 5×8
- (a) 'Management is a blend of people, ideas and things'
— Discuss.
- (b) What do you understand by open and close system of Management ?

(Turn Over)

- (c) Describe in brief the Formal and Informal Organisation with example.
- (d) How is planning important in modern business scenario ?
- (e) What is functional authority ? Discuss the advantages of decentralisation of Authority in Business.
- (f) How are motivation, job satisfaction and performance related ?
- (g) Define Organisational Behaviour. As a subject of study indicate its pervasiveness in human life.
1+4
- (h) With the help of Cognitive Dissonance Theory explain the relationship between attitude and behaviour.
- (i) Define Values. Indicate its importance in the study of organisational behaviour. What are the common sources of our value system ?
1+1+3
- (j) What is perception ? Mention any four 'short-cuts' commonly used in developing perception of judge others.
1+4

(k) What is a group? What are the different types of groups? 1+4

(l) What is the modern view of conflict? Explain Distributive Bargaining strategy of conflict negotiation. 2+3

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

(a) (i) Explain various levels of Management.

(ii) Write 14 principles of Management. 4+6

(b) Schematically explain Maslow's theory of Motivation with an example. 10

(c) (i) Write a note on departmentation.

(ii) What do you understand by Direction? Explain nature and usefulness of Direction. 4+6

(d) What do you mean by Personality Trait? Narrate the major personality attributes that influence organisational behaviour.

2+8

- (e) Describe Five Stage model of group development. Also explain Brainstorming and Nominal Group Technique of group decision making.

5+(2+3)

- (f) Define 'learning' and identify the basic elements in the process of learning. Briefly explain different learning theories.

2+8

[Internal Assessment : 10 Marks]
