

MBA 1st Semester Examination, 2019

MBA

*(Management Process and Organizational
Behaviour)*

PAPER —MBA-101

Full Marks : 100

Time : 3 hours

The figures in the right-hand margin indicate marks

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

Illustrate the answers wherever necessary

GROUP — A

Answer any **eight** questions : 2 × 8

1. Define the term 'Management'.
2. What do you mean by 'Esprit de corps' ?

3. What is Line v/s Staff Function ?
4. What do you mean by leadership ?
5. Define Organisational Culture.
6. What do you mean by forecasting ?
7. What is strategic planning ?
8. Define Management as a Social System.
9. What is Motivation ?
10. Define the term 'Organization'.
11. Who developed the Two-factor theory ?
12. What do you mean by conflict ?

GROUP – B

Answer any **eight** questions : 4 × 8

13. "Management is the art of getting things done through and with people" – Comment.

14. "Decentralization is nothing but an extension of delegation" - Illustrate your answer.
15. Training is "a planned effort to facilitate employee in order to improve employee performance" – State of importance of training.
16. "No one leadership style is best" – do you agree? Comment on your answer.
17. Explain the contribution of F.W. Taylor.
18. How is Strategy formulated ?
19. "Communication means only transfer of information" – Briefly explain.
20. Schematically explain the Maslow's theory of motivation.
21. Define matrix organization and point out one merit and one demerit of it.
22. According to Herzberg's theory what are the two factors which affect the motivation of people Discuss.

23. "Since Behavior is generally predictable, there is no need to formally study OB". Discuss.
24. "A good leader is not necessarily a good manager" Discuss.

GROUP – C

Answer any **four** questions : 8 × 4

25. Explain in depth the significant contribution made by Henri Fayol towards management. 8
26. "The objective function of a business is to maximize profits. It has nothing to do with the social responsibilities". Do you agree with this? Explain? 8
27. Explain McClelland's theory of motivation. Contrast it with Maslow's Need Hierarchy theory. 8
28. What do you mean by Span of Management? Discuss the factors determining effective span situation approach. 3 + 5

(5)

29. "Leaders are born and not made". Discuss. 8
30. "Change is the essence of life. Organization that does not anticipate to change will not be successful in the long-run". Discuss the Lewin's model of organizational change process. 8

[*Internal Assessment* : 20 Marks]
