

Total No. of Questions : 07] [SET-A] [Total No. of Printed Page : 02

FINAL EXAMINATION – JULY 2017

MBA / PGDBM

First Year - First Semester

MBA/PGDBM

Management Process and Organizational Behavior

Time : 3 Hours

Max Marks : 70

Min. Marks : 28

- Note : (i) Attempt Any Four from section “A”
(ii) Attempt Any Three from section “B”
(iii) Section “C” is compulsory.

SECTION – “A” (Any Four)

- Q.1. Write a note on the following :- (Any four) $4 \times 5 = 20$
- (i) Managerial Grid
 - (ii) Attitudes
 - (iii) Role of Manager
 - (iv) Erikson’s stages of personality
 - (v) Mc Gregor’s theory x and theory y
 - (vi) Planning

SECTION – “B” (Any Three) $3 \times 12 = 36$

- Q.2. “Management is the force that leads, guides and directs an organization in accomplishment of predetermined objects” Discuss this statement and describe the importance of management.
- Q.3. Explain the importance of Centralization of authority in any organization. What are the factors that are helpful in increasing decentralization?
- Q.4. What do you understand by ‘Motivation’? Also discuss Herzberg’s two factor theory of Motivation.
- Q.5. What do you understand by organizational behaviour? How does the study of organizational behaviour help meet the future challenges?

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Q.6. Discuss the nature of learning. Also explain classical conditioning with the help of suitable illustrations.

SECTION – “C”
(Compulsory Question) 14

Q.7. What are the various forms of conflict that can occur within an organization? Also examine various conflict resolution styles. Which of them you consider the best and why?

-----X-----

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SECTION – “C”
(Compulsory Question) 14

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