

## **MS-101/CP-1006**

### **Principles of Management and Organizational Behavior/ Management and Organizational Behavior**

(Master of Business Administration/Diploma in Management)

MBA-10/12/13/16/17/DIM-10/16/17

First Semester/Second Semester Examination, 2019 (June)

**Time : 3 Hours]**

**Max. Marks : 80**

**Note :** This paper is of Eighty (80) marks divided into three (03) sections A, B and C. Attempt the questions contained in these sections according to the detailed instructions given therein.

#### **SECTION-A**

#### **(Long Answer Type Questions)**

**Note :** Section 'A' contains four (04) long answer type questions of Nineteen (19) marks each. Learners are required to answer any two (02) questions only.

(2×19=38)

1. Discuss the major characteristics of management as profession. To what extent, has Indian, management been professionalized?
2. Critically examine Herzberg's two factor theory. Make a comparison between theories of Herzberg and Maslow. Which of these theories do you prefer in Indian context?

3. How Organizational Behavior concepts are addressed in management functions, roles and skills?
4. How does a strong culture affect an organization's efforts to improve diversity? How can a management create an ethical culture?

## **SECTION-B**

### **(Short Answer Type Questions)**

**Note :** Section 'B' contains eight (08) short answer type questions of eight (08) marks each. Learners are required to answer any four (04) questions only. (4×8=32)

Briefly discuss any four (04) of the following :

1. Management Functions.
2. Steps in Planning Process.
3. Influence of Socio-Cultural Factors on organization.
4. Barriers to Communication.
5. Major Determinants of Personality.
6. Types of Leaders.
7. Managerial implications of Stress.
8. Organizational Development Interventions.

**SECTION-C**  
**(Objective Type Questions)**

**Note :** Section 'C' contains ten (10) objective type questions of one (01) mark each. All the questions of this section are compulsory. (10×1=10)

Write True/False against the following :

1. Japanese companies tend to offer far greater job security to their employees than American companies do.
2. Recruitment can be conceptualized in terms of either choosing the fit candidates, or rejecting the unfit candidates, or a combination of both.
3. Type B behavior pattern is a complex of personality and behavioral characteristics, including competitiveness, time urgency, social status insecurity, aggression, hostility and a quest for achievements.
4. Security is probably the strongest reason for which people join groups.

Fill in the Blanks :

5. .... in Japanese term means continuous improvement or improvement over improvement.
6. .... organization structure is also known as scalar, military, or vertical organization and perhaps is the oldest form.
7. .... is the only part of the personality that is present at birth.

Indicate the correct answer-option

8. The concept of Management by Objectives (MBO) was introduced by :
- (a) March and Simon
  - (b) C.K. Prahalad
  - (c) Peter Drucker
  - (d) Clayton Christensen.
9. According to which of the following principle (as given by Henry Fayol), each group of activities with the same objective must have one head and one plan?
- (a) Unity of Command
  - (b) Unity of Direction
  - (c) Scalar Chain
  - (d) Equity.
10. Ivan Pavlov's theory of how people learn or acquire uncomplicated habits and reflexes is called as
- (a) Positive reinforcement.
  - (b) Classical conditioning.
  - (c) Operant conditioning.
  - (d) Cognitive Dissonance.
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