

Roll No.

MS-101/CP-1006

Principles of Management and Organizational Behaviour/Management and Organizational Behaviour

Master of Business Administration/

Diploma in Management

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

First/Second Semester, Examination, 2018

Time : 3 Hours

Max. Marks : 80

Note : This paper is of **eighty (80)** marks containing **three (03)** Sections A, B and C. Learners are required to 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 *two* (02) questions only.

1. In what respect have Fayol's principles of management resulted in contributions to management methods that are different from the techniques of Taylor's scientific management ?

(B-101) P. T. O.

2. What do you mean by Staffing ? How is it important to an organization ? Discuss how every manager is responsible for staffing.
3. What is the concept of motivation ? What are the implications of Theories X and Y for motivation practices ?
4. What is the concept of organizational conflict ? Discuss the measures to avoid and minimize role conflict.

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 *four* (04) questions only.

Briefly discuss any *four* (04) of the following :

1. Levels of Management.
2. Z-Culture of American Companies.
3. Steps of Decision-Making Process.
4. Principles of Organization.
5. Social Responsibility of Managers.
6. Pre-requisites of Effective Control System.
7. Morale and Productivity.
8. Managerial Implications of Perception.

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.

Write True/False against the following :

1. Climate can be defined as the perceived attributes of an organization and its sub-systems as reflected in the way an organization deals with its members, groups and issues.

2. Autocratic leaders have minimum involvement in decision-making.
3. Interpersonal conflict is internal to the individual and is perhaps the most difficult form of conflict to analyze and manage.

Fill in the blanks :

4. _____ is also known as tactical or short-term planning.
5. The traditional decision-making process in Japanese firms is referred to as the _____ system.
6. _____ is the first stage of the General Adaptation Syndrome.
7. Sigmund Freud proposed the concept of the structure of psyche in terms of id, ego and _____.

Indicate the correct answer-option :

8. Which of the following is not a problem or limitation in Management by Objectives practice ?
 - (a) Time and cost
 - (b) Inflexibility
 - (c) Failure to teach MBO Philosophy
 - (d) Threat to Top Management
9. Which of the following is the challenge before Managers in 21st century ?
 - (a) Globalization
 - (b) Information Technology
 - (c) Workforce Diversity
 - (d) All of the above

10. Which of the following is not one of the stages in Kurt Lewin's famous three-stage prescriptive model of change developed in the 1950s ?
- (a) Unfreeze
 - (b) Melting
 - (c) Change
 - (d) Refreeze