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**Roll No. -----**

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

**Principles of Management and Organisational Behaviour/  
Management and Organisational Behaviour**

Master of Business Administration/Diploma in Management

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

1<sup>st</sup> /2<sup>nd</sup> Semester, Examination June 2022

Time: 2 Hours

Max. Marks: 80

Note : This paper is of Eighty (80) marks divided into two (02) Sections A and B. Attempt the questions contained in these sections according to the detailed instructions given therein.

### **Section – A**

(Long Answer – type questions)

Note: Section 'A' contains Five (05) long-answer-type questions of Twenty (20) marks each. Learners are required to answer any two (02) questions only.

[2 x 20 = 40]

P.T.O.

- Q.1. Discuss the major characteristics of management as profession. To what Extent, has Indian Management been professionalized?
- Q.2. What are the basic elements of decision making? Explain the crucial role of diagnosis in decision making and discuss its key parts.
- Q.3. Critically examine Herzberg's two factor theory? Make comparison between theories of Herzberg and Maslow. Which of these theories do you prefer in Indian context? Give reasons.
- Q.4. Discuss the concept of Conflict Management. Using examples, explain various conflict management techniques.
- Q.5. What do you mean by controlling? Identify its importance in business organizations.

## **Section – B**

### **(Short-answer-type questions)**

Note: Section 'B' contains Eight (08) short-answer-type questions of Ten (10) marks each. Learners are required to answer any Four (04) questions only.

[4 x 10 = 40]

P. T.O.

Briefly discuss any four of the following.

1. Peter Drucker's Management Thoughts.
2. Principles of Effective Planning.
3. Characteristics of Japanese Management Style.
4. Span of Control and Levels of Organization.
5. Barriers to Effective Communication.
6. Factors Influencing Organizational Climate.
7. Major Determinants of Personality.
8. Lewin's Force Field Theory of Change.

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