

Roll No.

MS-101

Principles of Management and Organizational Behaviour

Master of Business Administration/
Diploma in Management (MBA-16/DIM-16)

First Semester, Examination, 2017

Time : 3 Hours

Max. Marks : 70

Note : This paper is of **seventy (70)** marks containing **three (03)** sections A, B, 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 fifteen (15) marks each. Learners are required to answer *two* (02) questions only.

1. Explain the Fayol's principles of management and their relevance to the modern enterprises.
2. Describe the different methods of comparing the actual results with expected results for the purpose of evaluating the effectiveness of control system.
3. What is personality ? What are its determinants ? Which of them, you feel, are more important in shaping personality ?

4. What is the relationship between group norms and group cohesiveness ? What roles do both cohesiveness and norms play in shaping group performance ?

Section-B

(Short Answer Type Questions)

Note : Section 'B' contains eight (08) short answer type questions of five (05) marks each. Learners are required to answer *six* (06) questions only. Answers of these questions must be restricted to two hundred fifty (250) words approximately.

Briefly discuss the following :

1. Essence of Management and Administration.
2. Differentiate between Distress and Eu-stress.
3. Leadership Styles.
4. Creating and Sustaining Organisational Culture.
5. Classical Conditioning Theory of Learning.
6. Influence of Socio-Cultural Factors on Organization.
7. Forces Leading to Organizational Change.
8. Positive and Negative Consequences of Power.

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. In contrast to the Japanese Managers and American Managers plan for short-term result as they are under pressure from the stakeholders to report for profits every year.

2. Management as a process is universal.
3. The concepts and principles of Organizational Behaviour (OB) are important to managers because, in every organization, human beings ultimately create success or failure.

Fill in the blanks :

4. occurs when resources are used for a purpose other than for which the organization exists.
5. The informal group's communication system is called as

Indicate the correct option :

6. In what order do managers typically perform the managerial functions ?
 - (a) Organizing, Planning, Controlling, Leading
 - (b) Organizing, Leading, Planning, Controlling
 - (c) Planning, Organizing, Leading, Controlling
 - (d) Planning, Organizing, Controlling, Leading
7. Which of the approach was introduced by Vilfredo Pareto and was later developed by Chester Bernard ? Further, this approach states that organization is essentially a cultural system composed of people who work in cooperation :
 - (a) Social System Approach
 - (b) Decision Theory Approach
 - (c) Management Science Approach
 - (d) Human Behavior Approach
8. Who propounded X and Y Theory of Motivation ?
 - (a) Maslow

- (b) F. Herzberg
 - (c) Alderfer
 - (d) Douglas McGregor
9. sets the long-term direction of the organization in which it want proceed in future.
- (a) Strategic Planning
 - (b) Operational Planning
 - (c) Tactical Planning
 - (d) None of these
10. Which of the following is a correct description of attribution ?
- (a) Assigning causes to the behavior of an individual.
 - (b) Putting too many words in another person's mouth.
 - (c) Incorrect interpretation of a given situation.
 - (d) Is same as perception.