

Roll No.

Total Pages : 3

43211

May, 2019

MBA - I SEMESTER

Management Process and Organizational Behavior

(MBA/101)

Time : 3 Hours]

[Max. Marks : 75

Instructions :

1. *It is compulsory to answer all the questions (1.5 marks each) of Part-A in short.*
2. *Answer any four questions from Part-B in detail.*
3. *Different sub-parts of a question are to be attempted adjacent to each other.*

PART-A

1. Briefly explain the following :

- | | |
|----------------------|-------|
| (a) Personality. | (1.5) |
| (b) Work team. | (1.5) |
| (c) Decision making. | (1.5) |
| (d) Values. | (1.5) |

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- (e) Leadership styles. (1.5)
- (f) Organizational design. (1.5)
- (g) Reinforcement. (1.5)
- (h) Management control. (1.5)
- (i) Management Information System. (1.5)
- (j) Perception. (1.5)

PART-B

- 2. What is the importance of motivation in an organization? Compare and contrast Maslow's need hierarchy theory with Herzberg's two factor theory. (15)

- 3. Distinguish between system approach and contingency approach to management. Do you think contingency approach is an improvement over the system approach? (15)

- 4. What do mean by conflict? Explain the various sources and types of conflict. (15)

- 5. Explain the factors affecting group cohesiveness. Also explain the various benefits of group cohesiveness in an organization. (15)

- 6. Describe the internal and external factors influencing organizational change. Why is organizational change often resisted by individuals and groups within the organization? How can such resistance be prevented or overcome? (15)

- 7. Write short notes on :
 - (a) Levels of management. (7.5)
 - (b) Attitude. (7.5)