

January 2023

MBA(Executive) I SEMESTER

Management Process and Organisational Behaviour (MBA-E-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

- Q1 (a) "Management is goal oriented." Explain. (1.5)
(b) 'Situation is the prime decider in managing people and operations.' Describe. (1.5)
(c) Define business ethics. (1.5)
(d) Discuss contemporary challenges of OB. (1.5)
(e) 'Stress is desirable in organisation.' Comment. (1.5)
(f) What is Group cohesiveness? (1.5)
(g) Differentiate between a leader and a manager. (1.5)
(h) How does organization structure affect human behavior? (1.5)
(i) Depict the relationship between stress and performance. (1.5)
(j) Discuss strategies to minimise political behaviour. (1.5)

PART -B

- Q1 Describe the planning process in detail. (15)
- Q2 Enlist controlling techniques. Discuss modern controlling techniques. (15)
- Q3 Write a note on Herzberg's Two-factor Theory of Motivation. What are the (15)
managerial implications of this theory?
- Q4 What are the main sources of conflict? Discuss widely used conflict resolution (15)
techniques.
- Q5 Modern business organisations perform their operations through teams. (15)
Discuss some popular forms of team and suggest techniques to make the team
effective.

Q6 'Change is not always resisted.' Comment. Discuss methods to overcome (15) resistance to change.

Q7 How does organisational development differ from organizational change? (15) Explain OD techniques.
