

CBCS Scheme

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16/17MBA11

First Semester MBA Degree Examination, Dec.2017/Jan.2018

Management and Organizational Behaviour

Time: 3 hrs.

Max. Marks:80

Note: 1. Answer any FOUR full questions from Q.No.1 to Q.No.7.
2. Question No. 8 is compulsory.

- 1 a. What you mean by MBO? (02 Marks)
b. Explain levels of management and skills of a manager. (06 Marks)
c. What is decision making? Explain its steps. (08 Marks)
- 2 a. What is delegation? (02 Marks)
b. What is functional organization? (06 Marks)
c. Explain Fayol's principles of management. (08 Marks)
- 3 a. What you mean by empowerment? (02 Marks)
b. Give the meaning of geographical organization structure. (06 Marks)
c. Explain the advantages and limitations of controlling. (08 Marks)
- 4 a. What is individual behavior? (02 Marks)
b. Which are the disciplines contributing organizational behaviour? (06 Marks)
c. Discuss BIG-Five model of personality. (08 Marks)
- 5 a. Define motivation. (02 Marks)
b. Bring out the perceptual process. (06 Marks)
c. How to change attitude? Explain. (08 Marks)
- 6 a. What is job related attitude? (02 Marks)
b. Explain Herz-berg's two factor theory. (06 Marks)
c. List the factors that distort perception. (08 Marks)
- 7 a. What is the difference between leadership and management? (02 Marks)
b. Explain managerial grid type of leadership. (06 Marks)
c. Explain Maslow's need hierarchy. (08 Marks)
- 8 **Case Study: (compulsory)**

Mr. Shahi is supervisor in an engineering firm in Delhi. Morale in his office has quite low. The workers have gone back to a 9.00 am to 5.00 pm. Work schedule after being on flexi time for nearly two years. When the directive came, allowing Shahi to place his office on flexi-time, he spelled out the rules carefully, to his people. All the employees were to work during the core period from 9.00 am to 2 p.m. However, they could work the rest of eight-hour day, any time between 9.00 am to 6 p.m. Shahi believed his workers were honest and well motivated; so he did not bother to setup any system of control.

Everything went on well for a long time. Morale was high and all the work seemed to be done. In November 2015, the chief factory manager found that Shahi's workers were averaging seven hours a day. Two employees had been working only during the core period for more than two months. When Shahi's departmental head received the factory manager report, he told Shahi to return to the regular working hours. Shahi was upset and disappointed with his people. He had trusted them, but felt that they had left him down.

Questions:

- a. Why Shahi failed to understanding the behavior of his employees while controlling them? (04 Marks)
- b. Whether flexi-time and flexi-hours at work brings productivity to the organization? (04 Marks)
- c. What techniques to be adopted to boost to morale of the employees at work place? (04 Marks)
- d. What are the factors responsible for job related attitude? (04 Marks)

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