

CBCS SCHEME

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BANGALORE - 560 037

16/17MBA11

First Semester MBA Degree Examination, June/July 2018 Management & Organizational Behaviour

Time: 3 hrs.

Max. Marks:80

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

- 1 a. What do you understand by 'Division of work'? (02 Marks)
b. Examine the common perceptual errors. (06 Marks)
c. Summarize recent trends in management. (08 Marks)
- 2 a. Enlist the applications of MBTI in organizations. (02 Marks)
b. Discuss the advantages of formal organization. (06 Marks)
c. Describe Henry Fayol's fourteen principles of management. (08 Marks)
- 3 a. What is ability? How do you classify individual's abilities? (02 Marks)
b. Justify the factors that influence centralization or decentralization. (06 Marks)
c. Discuss the personality attributes influencing OB. (08 Marks)
- 4 a. What is democratic leadership? (02 Marks)
b. Outline the steps in decision making process. (06 Marks)
c. Discuss Herzberg's two-factor theory. (08 Marks)
- 5 a. Mention different job related attitudes. (02 Marks)
b. Describe the challenges and opportunities for OB. (06 Marks)
c. Discuss the essentials of effective control system. (08 Marks)
- 6 a. What is span of management? (02 Marks)
b. Explain Managerial grid theory of leadership. (06 Marks)
c. Explain Maslow's needs hierarchy theory and its application in management. (08 Marks)
- 7 a. Compare Type 'A' and Type 'B' personality. (02 Marks)
b. Briefly discuss dependent variables of OB with examples. (06 Marks)
c. Describe Big-five model of personality. (08 Marks)
- 8 Case Study :

Raghav is an HR manager of a medium sized service organization which runs a multi-speciality hospital. Hospital being an organization of human centric approach has to make general appointments of people ranging from reception, wards, laboratories, different departments and also counseling centres. The decision regarding the placement of the candidates is taken based on employment interview, performance appraisal, conveying performance expectations, employee knowledge and skill level.

Apart from the above factors expectancy effects, primary effects and recency effects also play an important role in selecting the candidates. Also Raghav has got his own imaginations and preferences in choosing the candidates for the respective positions. Raghav has developed

his own job specifications according to his knowledge and idea of each position for which the recruitment has to take place.

Questions:

- a. State the theoretical model used to analyse the case. (04 Marks)
- b. Explain expectancy effect, primary effect and recency effect in relation to relevant concept. (04 Marks)
- c. What factors must be considered while making selection of right candidates? (04 Marks)
- d. What happens if Raghav makes a wrong recruitment? (04 Marks)

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