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14MBA11

First Semester MBA Degree Examination, June/July 2017
Management and Organisational Behaviour

Time: 3 hrs.

Max. Marks:100

SECTION - A

Note : Answer any FOUR questions from Q.No.1 to Q.No.7.

- 1 Define the term Management. (03 Marks)
- 2 What is Decision making? (03 Marks)
- 3 Explain briefly objectives of control. (03 Marks)
- 4 Enumerate four challenges of organizational behaviour. (03 Marks)
- 5 Define the term Personality. (03 Marks)
- 6 Give the assumption of X – Theory. (03 Marks)
- 7 Why are groups formed? (03 Marks)

SECTION - B

Note : Answer any FOUR questions from Q.No.1 to Q.No.7.

- 1 Explain the importance of Management. (07 Marks)
- 2 Explain the steps in planning. (07 Marks)
- 3 Explain different types of control. (07 Marks)
- 4 Discuss contributing disciplines of OB. (07 Marks)
- 5 What are the big five personality factors? (07 Marks)
- 6 Explain the different leadership styles. (07 Marks)
- 7 Explain the stages of group formation. (07 Marks)

SECTION - C

Note : Answer any FOUR questions from Q.No.1 to Q.No.7.

- 1 Explain roles of managers as identified by Henry Mintzberg. (10 Marks)
- 2 State and explain principles of Organisation. (10 Marks)
- 3 Explain various steps involved in Control process. (10 Marks)
- 4 Explain the factors influencing OB. (10 Marks)

- 5 Bring out the determinants of Individual Behaviour. (10 Marks)
- 6 Critically examine Maslow's theory of motivation. (10 Marks)
- 7 Discuss the different types of Conflicts. (10 Marks)

SECTION - D
CASE STUDY – [Compulsory]

Overseas Plastics Limited

“I expect every manager in my department to act completely rational in every decision he makes”, declared Ishwar Dayal, Director Marketing in Overseas Plastic Limited. “Everyone of us, irrespective of his position in the organization has to be a professional rationalist and I expect him not only to know what he is doing and why he is doing it, but also to be right in his decisions. I know that someone has said that a good manager needs to be right only in more than half of his decisions. But that is not good enough for me. However, one may be excused for an occasional mistake especially on matters beyond one's control but no one can be pardoned for acting irrationally”.

“I endorse your views Sir Said Indu Ahluwalia his advertising Manager and I always try to be rational and logical in my decisions but would you mind helping me to be sure of this by explaining what rational decisions are”?

Questions :

1. Explain how Ishwar might describe what is involved in making rational decision. (10 Marks)
2. If MS. Indu Ahluwalia then declares that there is no way she can be completely rational what would you suggest as a reply? (10 Marks)
