

First Semester MBA Degree Examination Feb/Mar 2022
Management Organizational Behavior (20MBA11)

1. a. What is span of Control?

Span of control, also called span of management, is the term used in business management, particularly human resource management. The term refers to the number of subordinates or direct reports a supervisor is responsible for.

B. Explain Briefly the recent trends of Management.

Recent Trends in Management

- Total Quality Management.
- Risk Management.
- Crisis Management.
- Resistance to Change.
- Change Through Management Hierarchy.
- Concept of Change Management.
- Global Practices/International Business.
- Role of an International Manager.

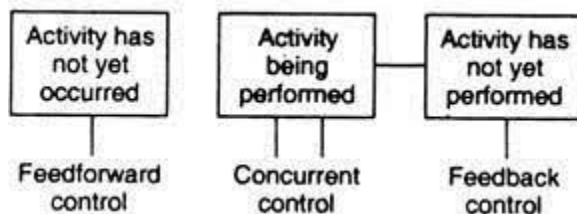
C. Explain the process of decision making.



2. A. Define organizational behaviour.

Organizational behavior or organisational behaviour is the: "study of human behavior in organizational settings, the interface between human behavior and the organization, and the organization itself".

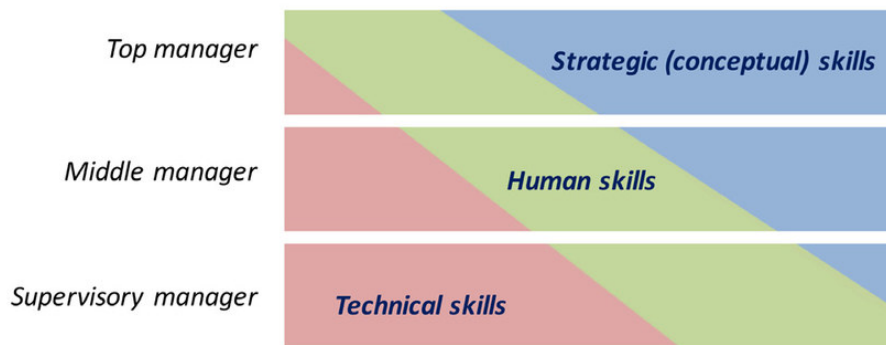
B. Explain the types of control in management.



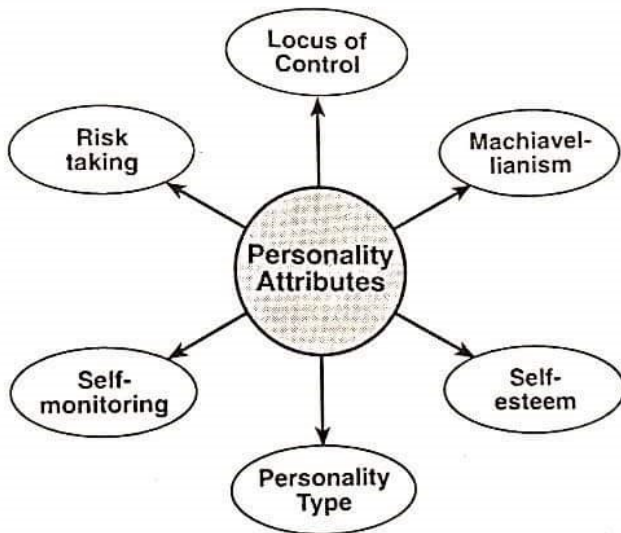
C. Explain the 14 principles of management?

14 management principles of Henri Fayol	
1	Division of Work or division of labor
2	Balancing Authority and responsibility
3	Discipline
4	Unity of Command
5	Unity of Direction
6	Subordination of individual interests to the general interest
7	Remuneration
8	Centralization
9	Scalar chain
10	Order
11	Equity
12	Stability of tenure of personnel
13	Initiative
14	Esprit de corps

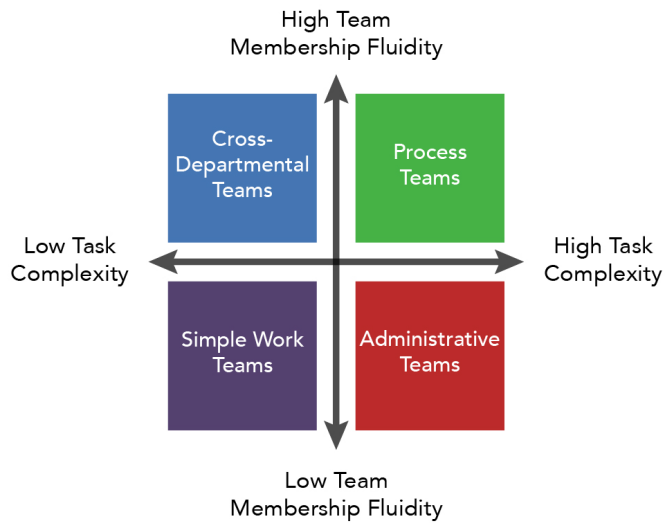
3. A. Mention different managerial skills necessary for managers.



B. Discuss personality attributes influencing organizational behaviour.



C. Briefly explain the different teams in the organization.



4. A. Define Motivation

Motivation is the reason for which humans and other animals initiate, continue, or terminate a behavior at a given time. Motivational states are commonly understood as forces acting within the agent that create a disposition to engage in goal-directed behavior.

B. How to bring change in organizational culture.



CREATE a Culture Change



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C. What cause stress & how to overcome the stress management.

Stress is **a feeling of emotional or physical tension**. It can come from any event or thought that makes you feel frustrated, angry, or nervous. Stress is your body's reaction

to a challenge or demand. In short bursts, stress can be positive, such as when it helps you avoid danger or meet a deadline.

Stressmanagement	
B ehavior	> including pleasurable activities, social interaction, <u>social support</u> , friendship, love, healthy communication, arts and creativity, pacing, cognitive behavioral therapy, motivational and positive psychology
E xercise	> aerobic and anaerobic physical activity
R elaxation	> including meditation, <u>spirituality</u> / belief, sleep hygiene
N utrition	> diet, including supplements – if indicated

5. A. what is Virtual organization

In grid computing, a virtual organization refers to a dynamic set of individuals or institutions defined around a set of resource-sharing rules and conditions.

B. How do the groups classified in group dynamics?

- a) **Natural Groups**: These groups generally do not require internal structures.
- b) Family groups: These groups always involve a few members who influence the functioning of other members.
- c) Organized groups: These groups involve the leadership of a few members.

C. Discuss the big five personality traits.

Big 5 Trait	Definition
Openness	The tendency to appreciate new art, ideas, values, feelings, and behaviors.
Conscientiousness	The tendency to be careful, on-time for appointments, to follow rules, and to be hardworking.
Extraversion	The tendency to be talkative, sociable, and to enjoy others; the tendency to have a dominant style.
Agreeableness	The tendency to agree and go along with others rather than to assert one's own opinions and choices.
Neuroticism	The tendency to frequently experience negative emotions such as anger, worry, and sadness, as well as being interpersonally sensitive.

6. A. Mention Principles of directing.

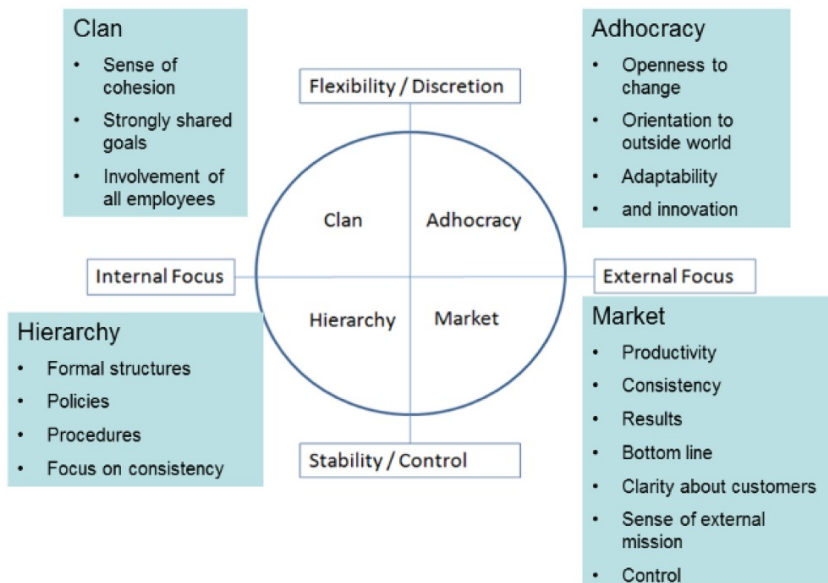
Principles of Directing

- Maximum Individual Contribution. One of the main principles of directing is the contribution of individuals. ...
- Harmony of Objectives. ...
- Unity of Command. ...

- Appropriate Direction Technique. ...
- Managerial Communication. ...
- Use of Informal Organization. ...
- Leadership. ...
- Follow Through.

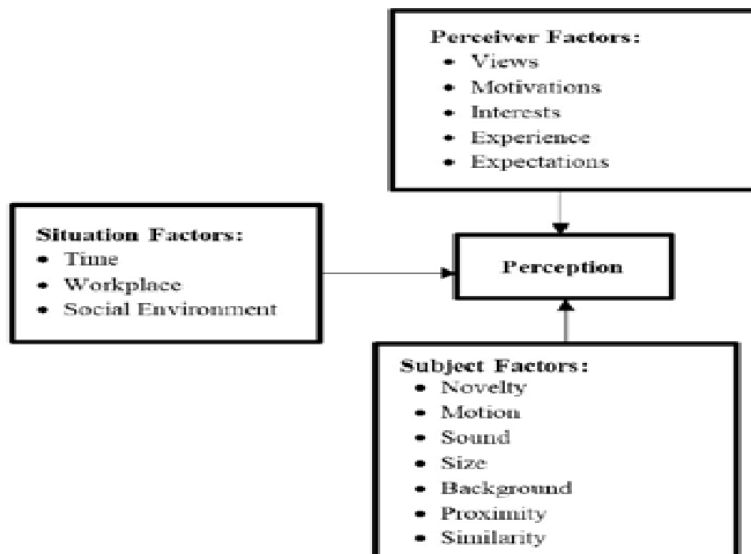
B. Describe different types of organizational culture.

Competing Values Framework



C. What is perception ? Explain the factors influencing perception.

Perception (from Latin perceptio 'gathering, receiving') is **the organization, identification, and interpretation of sensory information in order to represent and understand the presented information or environment.**



7. A. What do you mean by group dynamics?

The social process by which people interact and behave in a group environment is called group dynamics. Group dynamics involves the influence of personality, power, and behaviour on the group process.

B. What are the characteristics of change management?

Characteristics of Change Management

- ❑ Compelling need for change
- ❑ Clear vision
- ❑ Commitment of senior management
- ❑ Initial resistance to change followed by confusion and uncertainty
- ❑ Effective communication
- ❑ Prepare for the unexpected
- ❑ Celebrate small wins
- ❑ Support of Leadership layers at different levels – to sustain change organization wide

C. Explain different components of attitude & how attitude formed.

Attitudes are thought to have three components: **an affective component (feelings)**, **a behavioral component (the effect of the attitude on behavior)**, and **a cognitive component (belief and knowledge)**. Attitude is our evaluation of a person, an idea, or an object.

