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## 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.**

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| <b>1</b> | <ul style="list-style-type: none"> <li>a. What you mean by MBO? <span style="float: right;">(02 Marks)</span></li> <li>b. Explain levels of management and skills of a manager. <span style="float: right;">(06 Marks)</span></li> <li>c. What is decision making? Explain its steps. <span style="float: right;">(08 Marks)</span></li> </ul>                       |
| <b>2</b> | <ul style="list-style-type: none"> <li>a. What is delegation? <span style="float: right;">(02 Marks)</span></li> <li>b. What is functional organization? <span style="float: right;">(06 Marks)</span></li> <li>c. Explain Fayol's principles of management. <span style="float: right;">(08 Marks)</span></li> </ul>  |
| <b>3</b> | <ul style="list-style-type: none"> <li>a. What you mean by empowerment? <span style="float: right;">(02 Marks)</span></li> <li>b. Give the meaning of geographical organization structure. <span style="float: right;">(06 Marks)</span></li> <li>c. Explain the advantages and limitations of controlling. <span style="float: right;">(08 Marks)</span></li> </ul> |
| <b>4</b> | <ul style="list-style-type: none"> <li>a. What is individual behavior? <span style="float: right;">(02 Marks)</span></li> <li>b. Which are the disciplines contributing organizational behaviour? <span style="float: right;">(06 Marks)</span></li> <li>c. Discuss BIG-Five model of personality. <span style="float: right;">(08 Marks)</span></li> </ul>          |
| <b>5</b> | <ul style="list-style-type: none"> <li>a. Define motivation. <span style="float: right;">(02 Marks)</span></li> <li>b. Bring out the perceptual process. <span style="float: right;">(06 Marks)</span></li> <li>c. How to change attitude? Explain. <span style="float: right;">(08 Marks)</span></li> </ul>   |
| <b>6</b> | <ul style="list-style-type: none"> <li>a. What is job related attitude? <span style="float: right;">(02 Marks)</span></li> <li>b. Explain Herz-berg's two factor theory. <span style="float: right;">(06 Marks)</span></li> <li>c. List the factors that distort perception. <span style="float: right;">(08 Marks)</span></li> </ul>                                |
| <b>7</b> | <ul style="list-style-type: none"> <li>a. What is the difference between leadership and management? <span style="float: right;">(02 Marks)</span></li> <li>b. Explain managerial grid type of leadership. <span style="float: right;">(06 Marks)</span></li> <li>c. Explain Maslow's need hierarchy. <span style="float: right;">(08 Marks)</span></li> </ul>        |
| <b>8</b> | <p><b><u>Case Study: (compulsory)</u></b></p>  |

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.

2. Any revealing of identification, appeal to evaluation and/or equations written etc. will be treated as cheating and will be dealt accordingly. In case of detected cases, the remaining blank pages will be cancelled.

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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