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(2063)

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MBA 1st Semester Examination

Management Process and Organisational Behaviour (O.S.)

101

Time : 3 Hours

Max. Marks : 60

The candidates shall limit their answers precisely within the answer-book (40 pages) issued to them and no supplementary/ continuation sheet will be issued.

Note : Attempt five questions in all, selecting one question from each unit. All questions carry equal marks.

UNIT - I

1. "Management is both Art and Science, but not an exact science like physics and chemistry". Discuss. (12)
2. (a) Explain the 'HAWTHORNE EXPERIMENTS' of Elton Mayo recognised as the father of Human relations.
(b) Mr. Kshitij, a Gold Medalist did his MBA in Human Relationship from UBS Chandigarh joined his family business having more than 50 employees. His elder brother Mr Gaurav who is B.Com. professional and is Managing Director of the business, shared with Kshitij regarding his positive attitude towards employees to keep them happy irrespective to their gender. He said 'Kshitij' I know your efforts

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and attitude is highly appreciated by each one of the employees. But keep in mind there are number of other factors which offer. The performance and healthy relations of employees not only happiness and just being nice to them.

Study the above case and give your comments/opinion about the following in brief:

- (i) Do you think that Mr Gaurav has rightly observed the objectives of Kshitij's approach and why..
- (ii) If you are Mr Kshitij what will be your first reaction to your brother's observation who is also managing director of the business and how will you justify your approach.

(12)

UNIT - II

3. "The success of business depends upon the effective planning". Discuss this statement explain modern planning process with suitable example.
4. "Control maintains the equilibrium between ends and means, output and efforts". Discuss this statement explain the essentials of effective control system in any organisation.

(12)

(12)

UNIT - III

5. What do you understand by the term organisational behaviour. Discuss the challenges and prospects of organisational behaviour.

(12)

6. Discuss the different models of organisational behaviour. What are factor which can change the behaviour of some one working in an organisation. (12)

UNIT - IV

7. "Attitude is your behaviour towards your self and your behaviour towards others". Discuss this statements and explain how attitude is important impersonality development. (12)
8. What do you mean by ERG Theory of motivation. How does it differ with Maslow theory of motivation. (12)

UNIT - V

9. "Effective Leader is a person who can produce effective leaders". Explain this statement and discuss qualities of good business leader. (12)
10. What do you mean by the term "Group Dynamics". Explain the different components of Group Dynamics. (12)