

[Total No. of Questions - 20] [Total No. of Printed Pages - 2]
(2125)

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MBA 1st Semester Examination

Management Process and Organizational Behaviour (NS)

MBA-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.

SECTION - A

All questions are compulsory and carry 2 marks each.

1. Who is the father of modern operational-management theory?
2. What does the principle of span management state?
3. What should appraisal measure?
4. What does synergy in operational terms mean?
5. What do we mean by globalization of business?
6. What is boundary spanning?
7. What is a project?
8. What is queuing theory?
9. What is planning in an organization?
10. Define the managerial function of staffing. (2×10=20)

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SECTION - B

Out of the 6 questions given, the student should answer ANY FOUR and all carry 5 marks each.

11. What are the steps involved in decision making in an organization?
12. Why is the functional structure of an organization the most popular form of bureaucracy?
13. What is an upside-down pyramid perspective of an organization?
14. When does a halo effect occur? What is its result?
15. What is multiskilling? How does it help self-managing teams?
16. How can an organization turn individuals into team players?
(5×4=20)

SECTION - C

Out of the 4 questions given, answer ANY TWO and all carry 10 marks each.

17. According to Robbins, Judge and Vohra, what are the dominant work values found in Indian workplace? Explain.
18. Write a short essay on the types of groups in an organization and how they help the organization to function better?
19. Write a short essay on the concept of project management in an organization and on the project planning process.
20. Write a short essay on the main causes of job satisfaction and show how it can be achieved in an organization? (2×10=20)