



USN

|  |  |  |  |  |  |  |  |  |  |
|--|--|--|--|--|--|--|--|--|--|
|  |  |  |  |  |  |  |  |  |  |
|--|--|--|--|--|--|--|--|--|--|

16/17MBA11

## First Semester MBA Degree Examination, June/July 2019 Management and Organizational Behaviour

Time: 3 hrs.

Max. Marks:80

Note: 1. Answer any FOUR full questions from Q1 to Q7.  
2. Question No. 8 is compulsory.

- 1 a. State the features of management as a profession. (02 Marks)  
b. Explain the roles of a manager according to Henry Mintzberg. (06 Marks)  
c. Discuss the challenges and opportunities organizations face in the present scenario. (08 Marks)
- 2 a. What do you mean by span of control? (02 Marks)  
b. Explain the techniques of group decision making. (06 Marks)  
c. Elaborate on the different types of organization structures. (08 Marks)
- 3 a. Define organization behavior. (02 Marks)  
b. Explain the big five personality traits. (06 Marks)  
c. Describe the process of controlling. (08 Marks)
- 4 a. Name the types of skills required by managers. (02 Marks)  
b. Elucidate on the five stage model of group development. (06 Marks)  
c. Define perception and explain the perpetual process. (08 Marks)
- 5 a. Define delegation of authority. (02 Marks)  
b. Discuss the different leadership system in detail. (06 Marks)  
c. Describe Herzberg's motivation hygiene theory. Compare it with Maslow theory of hierarchy needs. (08 Marks)
- 6 a. What are planning premises? (02 Marks)  
b. What are the factors that determine one's personality? (06 Marks)  
c. What is MBO? Explain the process of MBO. (08 Marks)
- 7 a. State the components of attitudes. (02 Marks)  
b. Give a note on the different types of controlling. (06 Marks)  
c. Briefly explain Black and Mouton's managerial grid. (08 Marks)



## 8 CASE STUDY [Compulsory]

Kusuma is a young lady aged around 30 years an alumni of IIM Lucknow. In a short span of years she rose to the level of vice president in a financial services company. The company had employees all very senior compared to her.

Kusuma was highly intelligent, and a workaholic, exactly knew what she wanted from her life. She came from a family which did not have any financial problem.

The existing employees has a problem, keeping in pace with her expectations and were not able to deliver. Unrest and gossips started at the workplace, employee morale come down a performance get affected.

Questions :

- a. At what level is Kusuma in the Maslow's need hierarchy? Explain. (04 Marks)
- b. What are the basic traits which a leader should possess. (04 Marks)
- c. Apply anyone of the leadership theory to Kusuma and substantiate. (08 Marks)

\*\*\*\*\*