

Code: 17E00101

MBA &amp; MBA (Finance) I Semester Supplementary Examinations June/July 2018

**MANAGEMENT & ORGANIZATIONAL BEHAVIOUR**

(For students admitted in 2017 only)

Time: 3 hours

Max. Marks: 60

**SECTION – A**

(Answer the following: (05 X 10 = 50 Marks))

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- 1 Do you think the knowledge of organization behavior is really required for a manager? Justify with examples.

**OR**

- 2 Discuss the various function of management.

- 3 Explain the system of controlling in planning.

**OR**

- 4 Explain the controlling techniques in decision making.

- 5 Explain any two theories of learning and also explain the learning process.

**OR**

- 6 Define motivation. Which motivation theory have you found to be most useful in explaining why people behave in a certain way?

- 7 Discuss the pros and cons of autocratic and free-rein leadership styles.

**OR**

- 8 Explain the women leadership in India.

- 9 What are the determinants of organization culture? Explain.

**OR**

- 10 Differentiate between organization culture v/s organization climate.

**SECTION – B**

(Compulsory question, 01 X 10 = 10 Marks)

**11 Case Study:**

Mr. Natarajan is working in the capacity of a senior manager in BNB courier services Pvt. Ltd. for the last 20 years. His track record of performance for past 20 years is excellent. He is known as very disciplined and sincere manager. He is being termed as a role model for new appointees by the directors of the company. Of late, he seems not very happy with the development in his office. He keeps on grumbling about the new junior managers and their attitude towards job. He strongly opposed the 'work from home' policy announced by top management for junior tech savvy managers. Mr. Natarajan is very strict about work place discipline and reporting timings. This has sparked conflict between him and the new batch of junior managers. He started feeling that top management is very soft on new batch of junior managers and gradually his importance is waning.

He is unable to hide frustration and many a times becomes critically vociferous in meetings with top management representatives.

Now there is a question before top management how to console veteran of 20 years and keep cordial relations in an organization

**Question:**

- (i) Elaborate the different types of conflicts, observed in the above case study and possible solutions for it.

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