

Code No: R9-11MBA

JAWAHARLAL NEHRU TECHNOLOGICAL UNIVERSITY HYDERABAD

MBA-I Semester Regular Examinations February -2010

MANAGEMENT AND ORGANIZATIONAL BEHAVIOUR

Time:3hours

Max.Marks:60

**Answer any Five questions
All questions carry equal marks**

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1. Discuss how barriers and breakdowns in communication can overcome in global business environment comprised of different languages, culture and etiquette.
2. What is Herzberg's two-factor approach to job satisfaction and dissatisfaction? Why has this approach been criticized?
- 3.a) How does leadership differ from management?
b) Why are charismatic leaders sometimes dangerous?
4. What environmental factors influenced the development of these schools of management theory: Scientific management, Classical organization theory, Behavioral and management science?
5. Describe the four basic stages in the rational models of decision making and problem solving.
6. What is informal organizational structure? Under what conditions would a matrix structure be most suitable? What are its advantages and disadvantages?
7. What is perception? How does external and internal factor influence perception?
- 8.a) Discuss critically the Johari window model.
b) Explain behaviour modification and how it is useful in context of OB.
