

Code: 14E00101

MBA I Semester Supplementary Examinations December/January 2017/2018

**MANAGEMENT & ORGANIZATIONAL BEHAVIOUR**

(For students admitted in 2014, 2015 &amp; 2016 only)

Time: 3 hours

Max. Marks: 60

**SECTION – A**

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

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- 1 Explain the role of management in an organization.  
**OR**
- 2 What is scientific management? Discuss the contribution of F.W. Taylor in the field of scientific management.
- 3 Describe the concept of planning in management and explain its nature and characteristics.  
**OR**
- 4 Discuss the importance of controlling in management and explain the various methods & controlling.
- 5 What is an organization structure? What are the factors determining organization structure?  
**OR**
- 6 Give a detailed note on Johari Window.
- 7 Explain the difference between groups and teams.  
**OR**
- 8 Describe the concept of motivation with reference to Maslow's theory of motivation.
- 9 'Transformational leaders are more effective leaders', explain with examples.  
**OR**
- 10 Culture plays an important role in shaping the behaviour of employees in an organization. Explain.

**SECTION – B**

(Compulsory question, 01 X 10 = 10 Marks)

**11 Case Study:**

Manoj was a topper in school. He went to work in his uncle's shoe business, fancy footwear. He was known to be the most productive employee and one with the best attendance. The company was so impressed, sent him to do an MBA for a top management position. When Manoj graduated at the top of his class he returned to fancy footwear and when the lead of the company retired he was given the position. Manoj had read in his business school about cases of family business that fell apart when a young person took over giving orders and behaving arrogantly. His former boss Vikram had run the office sitting at the top floor. He would send messages and memos through his secretary. But Manoj felt he was mostly an absentee boss and decided to change all that. He set up an office in the ground floor where his door was open to all. In a short time he established worker productivity group and a management relation group. Each group held 2 meetings a week. He encouraged each group to set up goals and develop plans for reaching these goals. He promised them support. To his surprise most employees were not happy. They said we are good at making shoes but not at this management stuff. Though the employees liked him they did not like the changes. They would like to go back to the ways when Vikram was CEO. They never saw Vikram much, he did his work and they did their work.

**Questions:**

- (a) What are the problems faced by Manoj at fancy footwear?
- (b) Could Manoj have brought in the changes, without a negative reaction from the workers.