

Code: 14E00101

MBA I Semester Supplementary Examinations June/July 2017

**MANAGEMENT & ORGANIZATIONAL BEHAVIOUR**

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

Time: 3 hours

Max. Marks: 60

All questions carry equal marks

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**SECTION - A**

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

- 1 What is scientific management? Discuss the contributions made to scientific management.
- OR**
- 2 Discuss in detail about Fayol principles of management and their relevance to the modern companies.
- OR**
- 3 What are the types of decisions? Explain with examples of their utility in different business activities.
- OR**
- 4 Comment on the planning process and explain various steps in the planning process.
- OR**
- 5 Explain the personality traits and also state in detail the big five personality traits.
- OR**
- 6 What is learning? Discuss various learning theories.
- OR**
- 7 What is motivation? Discuss the significance and nature of motivation.
- OR**
- 8 Why do the conflicts take place within a group? Suggest strategies to resolve them.
- OR**
- 9 Explain trait theories of leadership.
- OR**
- 10 Explain the different approaches to describe organizational culture.

**SECTION - B**

(Compulsory Question)

01 X 10 = 10 Marks

**11 Case study:**

Mr. Ramesh is an employee of Ind-Chem limited. He has been working in this organization for the last 20 years. For several years he has been a supervisor in the human resource management science. He is very loyal to the organization and tries sincerely to follow the company's policies and orders of the higher level management. Higher level managers think highly of him and he is well liked by them.

On the other hand, his subordinates have the opposite opinion of Ramesh. They feel that he is excessively concerned with pleasing the higher-ups and not very much concerned about the needs and concerns of his subordinates. They perceive that they are underpaid and over-worked relative to people in the other departments. Whenever one of them goes with a new idea or a suggestion to him, he always seems to have five reasons why it cannot be done. There is considerable dissatisfaction in the department. Performance of the department began to suffer. Higher-ups seem to be oblivious to the problem. Ramesh viewed that he has been performing his duties in order to achieve the organizational goals.

The same act of Ramesh has been viewed in two totally manners by the higher management and the subordinates. The higher-ups perceive that the hard work done by Ramesh is due to his commitment to the organization while his subordinates perceive that it is his way of pleasing the higher management.

**Questions:**

- (a) Can you identify the factors responsible for different kinds of perceptions by the top management and employees?
- (b) What is the role played by Mr. Ramesh for providing enabling factors for a diversified perception?

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