

CBCS SCHEME

18MBA11

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First Semester MBA Degree Examination Feb 2018/ Mar 2018

Management & Organization Behaviour

Time: 3 hrs

Max Marks: 100

**Note: (1) Answer any FOUR full questions from Q.No 1 to 7
(2) Q.No 8 is Compulsory.**

1. a. Define Management. (3Marks)
 b. Describe the different types of personality traits. (7Marks)
 c. Explain perceptual error in the process of employee selection. (10Marks)

2. a. What is ability? (3Marks)
 b. Describe the components of attitude. (7Marks)
 c. Discuss challenges and opportunities of Organization Behaviour. (10Marks)

3. a. Define MBO and state its objectives. (3Marks)
 b. Describe Big Five Model of Personality. (7Marks)
 c. Explain Blake and Moutons theory of leadership. (10Marks)

4. a. Compare Type 'A' and Type 'B' personality (3Marks)
 b. Outline the steps in Decision Making Process (7Marks)
 c. Explain Maslow's Need Hierarchy theory and its application in Management. (10Marks)

5. a. What is Span of Control? (3Marks)
 b. Distinguish between Formal and Informal Organization. (7Marks)
 c. Discuss Herzberg's two factor theory of Motivation and discuss the managerial implications. (10Marks)

6. a. What is Democratic Leadership? (3Marks)
 b. Elaborate the stages of Group Development. (7Marks)
 c. Discuss Henry Fayol's fourteen principles of Management. (10Marks)

7. a. What do you understand by Espirit De Corps? (3Marks)
 b. Discuss the three types of Control. (7Marks)
 c. Discuss the basic types of Organization Structures. (10Marks)

8. Case Study
 Mr. Anvesh, CEO of Chennai Chemical Ltd established an open communication link with managers and workers. The first communication from Mr.Anvesh was in Telagu. He sought the suggestion of the employees for improving the performance of company. Anvesh met the managers and office bearers and listened to the grievances. He did a SWOT and identified key result areas for concentration.
 The CEO sent educative circulars and also personally participated in MDP's managers were encouraged for higher academic qualification. Anvesh set an example for punctuality, promptness in decision, stressed integrity. Managers were entrusted the responsibility of both operations and maintenance of plants. Mr. Anevesh called a consultant to review Co's management practices and reorganize the set up and train its employees in modern management concepts.

Questions :

1. What are your comments on the leadership style of Mr.Anvesh? (6Marks)
2. What are the motivation strategies to retain the employees of the organization? (6Marks)
3. If you were the consultant, what are the changes you would like to bring in? (8Marks)