

Roll No.

Exam Code : D-18

Subject Code—0207

M.B.A. EXAMINATION

(Batch 2018 Onwards)

(First Semester)

MANAGEMENT PROCESS AND
ORGANIZATIONAL BEHAVIOUR

CP-101

Time : 3 Hours

Maximum Marks : 70

Note : Attempt *Five* questions in all, selecting at least *one* question from each Unit. Q. No. **1** is compulsory. All questions carry equal marks.

- 1.** Explain and illustrate the following in not more than **100-110** words each :
 - (a) Managerial Skills
 - (b) Management by Objectives

- (c) Levels of Management
- (d) Emotional Intelligence
- (e) Attitude and Learning
- (f) Social Responsibility of Business
- (g) Perception and Personality.

Unit I

2. Write short notes on the following :
 - (a) Contemporary approach to management by Drucker and Portet
 - (b) Contribution of F.W. Taylor in management thought.
3. Discuss and illustrate the development of management thought. What are recent trends in this field ?

Unit II

4. Discuss and illustrate the need, importance, functions and principles of management with reference to modern organization.

5. Discuss and illustrate the processes of planning and decision-making. What is the common step in these processes ?

Unit III

6. Write a detailed note with special reference to OB-Learning process *vis-à-vis* your changed-attitude, values-acceptance and perceptual understanding along with at least five examples.
7. How does selectivity affect perception ? Give an example of how selectivity can create perceptual distortion ? Can the rational decision-making model help us in this connection ?

Unit IV

8. Talk about conflict management. Explain in detail the approaches of conflict management with suitable examples.
9. Discuss and exemplify the concepts of interpersonal and group dynamics. Also explain their applications on OB.