

Roll No. ....

Exam Code : J-19

Subject Code—0911

**P. G. Diploma in Financial  
Management EXAMINATION**

(For Batch 2018 Onwards)

MANAGEMENT PROCESS AND  
ORGANIZATIONAL BEHAVIOUR

PGDFM-101/PGDHRM-101/PGDIB-101/  
PGDPOM-101/PGDMM-101

(Common with P. G. Diploma in Human  
Resource Management, P. G. Diploma in  
International Business, P. G. Diploma in P.O.M.  
and P. G. Diploma in Marketing Management)

*Time : 3 Hours*

*Maximum Marks : 70*

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

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**P.T.O.**

1. Write short notes on the following :

- (a) Management skills
- (b) Management by objectives
- (c) Scientific management
- (d) Organizational structure
- (e) Values
- (f) Organizational climate
- (g) Conflict.

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### Unit I

2. What is social responsibility of managers and how is it important towards achieving organizational goals. 14

3. What are the important managerial skills that help in performing various managerial functions ? 14

### Unit II

4. What is Decision Making ? What are its types and how managers make decisions ? 14

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5. “Communication plays an important role in managing.” Comment and discuss. 14

### Unit III

6. “Organizational behaviour in an discipline influenced by various other fields.” Elaborate the statement. 14

7. Discuss the factors affecting perception ? Also what are the various perceptual errors that may affect perception. 14

### Unit IV

8. How are groups formed in an organization and what dynamics is involved in its formation ? 14

9. “Stress and performance have curvi linear relationship.” Elaborate the statement by throwing some light on stress and its management. 14

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