

Reg. No. :

Question Paper Code : 30077

M.B.A. DEGREE EXAMINATIONS, NOVEMBER/DECEMBER 2022.

First Semester

BA 4102 — MANAGEMENT CONCEPTS AND ORGANIZATIONAL BEHAVIOR

(Regulations 2021)

Time : Three hours

Maximum : 100 marks

Answer ALL questions.

PART A — (10 × 2 = 20 marks)

1. What are the essential skills of a manager?
2. Define Hawthorne effect.
3. Define need of MBO.
4. Distinguish between formal and informal organization.
5. List the key traits in Big five personality Model.
6. What motivates an employee in work according to Herzberg?
7. Why do people form groups?
8. How does organizational climate affect organization?
9. What do you mean by cross cultural communication?
10. What is organizational creativity?

PART B — (5 × 13 = 65 marks)

11. (a) Describe the various approaches to evolution of management thought.

Or

- (b) Discuss the contributions of F.W. Taylor to management theory.

12. (a) Classify different types of decisions and explain the decision making process.

Or

- (b) What do you understand by delegation of authority, centralization, Decentralization, and Interdepartmental coordination?

13. (a) How are attitude and behavior related? Discuss the components of job attitude with suitable examples.

Or

- (b) Compare and contrast the downward, upward and lateral communication with suitable examples. Also highlight the common barriers to effective communication.

14. (a) How groups are different from Teams? Explain the five stages of group development.

Or

- (b) Interpret the results of the Ohio state study, University of Michigan studies and Blake and Mouton Managerial grid on leadership theories.

15. (a) Discuss the uniqueness of Japanese Management practices and how feasible it is to implement in Indian context.

Or

- (b) What do you understand by workplace diversity? Explain the factors that affect diversity in workplace with examples.

PART C — (1 × 15 = 15 marks)

16. (a) "Failing to plan is planning to fail"- Comment. Discuss the process, types and characteristics of a sound plan in an organization.

Or

- (b) 'Conflicts are inevitable in workplace'- Do you agree? Discuss the different stages of conflict and highlight the conflict management techniques in workplace.