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Question Paper Code : 10192

M.B.A. DEGREE EXAMINATIONS, APRIL/MAY 2023.

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 Mintzberg's managerial roles?
2. State the principles of scientific management.
3. Distinguish between Programmed and un-programmed decisions.
4. What is the impact of technology on organizational design?
5. Define organizational behavior.
6. Indicate the components of job attitude.
7. Distinguish between groups and teams.
8. Why do people resist change in organizations?
9. What is workforce diversity?
10. Indicate the need for organizational creativity and innovation.

PART B — (5 × 13 = 65 marks)

11. (a) Trace the evolution and development of management thought.

Or

- (b) Elaborate on Henry Fayol's contributions to management.

12. (a) How do planning help in effective management of a business enterprise? Discuss its process and types in detail.

Or

- (b) How are delegation of authority and decentralization of authority differed? Highlight the basic principles and prerequisites of effective delegation of authority in business enterprises.

13. (a) Enumerate the contributions of trait theories of personality to the study of organizational behavior.

Or

- (b) Discuss the process, types and barriers to effective communication in detail.

14. (a) "High cohesive groups are more productive". Do you agree? Discuss the factors influencing group cohesiveness in relation to organization productivity.

Or

- (b) Why does inter-group conflict arise and what are their consequences? How would you prevent such conflicts in an organization?

15. (a) How feasible it is to implement Japanese Management practices in Indian context? Discuss its uniqueness in detail.

Or

- (b) How will you manage workforce diversity, cultural contingencies and cross-cultural communications in workplace? Give examples.

PART C — (1 × 15 = 15 marks)

16. (a) "Non-financial incentives are as strong motivators as the financial incentives". Critically examine this statement in the light of Maslow's and Herzberg's theories of motivation. Would you recommend job enrichment for workers who are dissatisfied with financial incentives? Give reasons for your answer.

Or

- (b) "Leadership is situational". Comment on the statement by critically examine the different styles of leadership. Is there one best style of leadership in the management of organization? Give reasons.