

In the earlier days of starting of the business, five of her employees were asked to put in extra hours of work. In return she had promised to give them a special incentive within a year. Therefore, after six months when the business was doing well, she awarded a cash bonus to each of these employees to honour her commitment. However, when it comes to settling the conflicts among her employees, she tends to be more biased for her female employees. In context of the above case:

- (a) Identify and explain the various principles of management that are being applied by Radhika by quoting lines from the paragraph.
- (b) Identify and explain the principle of management which is being violated by Radhika by quoting lines from the above paragraph.
- (c) State any one effect of the violation of the principle of management by Radhika as identified in part (b) of the question.

Total No. of Questions: 7

Total No. of Printed Pages:4

Enrollment No.....



Faculty of Management Studies

End Sem Examination Dec-2023

MS5CO19

Management Concepts & Organisational Behavior

Programme: MBA

Branch/Specialisation: Management

Duration: 3 Hrs.

Maximum Marks: 60

Note: All questions are compulsory. Internal choices, if any, are indicated. Answers of Q.1 (MCQs) should be written in full instead of only a, b, c or d. Assume suitable data if necessary. Notations and symbols have their usual meaning.

- Q.1 i. Scientific Management approach is developed by- 1
 - (a) Elton Mayo
 - (b) Henry Fayol
 - (c) F.W. Taylor
 - (d) A. Maslow
- ii. Whose concept states that interpersonal and human relations may lead to productivity? 1
 - (a) Elton Mayo
 - (b) Henry Fayol
 - (c) F.W. Taylor
 - (d) Max Weber
- iii. What sort of goals does Management By Objectives (MBO) emphasize? 1
 - (a) Tangible, verifiable and measurable
 - (b) Achievable, controllable and profitable
 - (c) Challenging, emotional and constructive
 - (d) Hierarchical, attainable and effective
- iv. The organisational behaviour topic which is not for managing and controlling the fear of terrorism among the employees? 1
 - (a) Work design
 - (b) Emotion
 - (c) Motivation
 - (d) Communication
- v. The model(s) of Organizational Behaviour is (are): 1
 - (a) Autocratic
 - (b) Custodial
 - (c) Supportive
 - (d) All of these

- vi. OB's current state of investigation and study is best described as: **1**
 (a) All of OB is based on universal truths proposed by academics, researchers and practitioners. Political forces have a tendency to influence the study of OB and hence, skew resulting conclusions.
 (b) There is little disagreement among OB researchers and scholars as to the current state.
 (c) OB is practically based on situational or contingency conditions driven by leadership style.
 (d) Cause-effect principles, which tend to apply in all situations, have been isolated
- vii. _____ is the process by which individuals organize and interpret **1**
 their sensory impressions in order to give meaning to their environment.
 (a) Sensation (b) Impression
 (c) Perception (d) Attribution
- viii. Belief, opinion, knowledge, emotions, feelings, intention are the **1**
 components of-
 (a) OB (b) Job satisfaction
 (c) Attitude (d) Personality
- ix. Which of the following is true regarding formal groups? **1**
 (a) They are natural formations that arise in response to the need for social contact.
 (b) They lack clearly defined structures and roles for their members.
 (c) They have a negligible impact on employee performance and behavior.
 (d) They are marked by stipulated behaviors in pursuit of organizational goals
- x. _____ is when we connect with others because of our roles. **1**
 (a) Collective identification (b) Schadenfreude
 (c) Relational identification (d) Informal group identification
- Q.2 i. What do you mean by management? Write definition of management. **2**
 ii. Describe any four functions of management. **2**
 iii. Write short note on: **4**
 (a) Classical Management Theories
 (b) Behavioral Management Theories
- OR iv. Explain Modern Management Theories in brief. **4**

- Q.3 i. What is MBO? Write all process of Management By Objective (MBO). **3**
 ii. What do you mean by planning? Write five advantages and limitations of planning. **5**
 OR iii. Explain control process, which play important role to achieve effective coordination and effective control in organizations. **5**
- Q.4 i. Write definition and meaning of organization behavior. Write any four importance of organizational behavior. **3**
 ii. Explain historical evaluation of organizational behavior in brief. **5**
 OR iii. Write any five challenges and opportunities for organizational behavior. **5**
- Q.5 i. Define meaning of personality. **2**
 Attempt any two:
 ii. Explain learning process in brief. **3**
 iii. Write the difference between emotions and attitude. **3**
 iv. What is motivation? What is the role of motivation on work behavior? **3**
- Q.6 Attempt any two:
 i. What is organization structure? Explain different types of organization structure. **4**
 ii. How does team building improve interpersonal relations in organization development? **4**
 iii. Explain group decision making techniques in brief. **4**
- Q.7 Cash Study- **10**
 Radhika opens a jewellery showroom in Jaipur after completing a course in jewellery designing. She has employed eleven persons in her showroom. For greater productivity, she divides the work into smaller tasks and each employee is trained to perform his/her specialized job. The sales persons are allowed to close a deal with a buyer by giving a maximum of 10% discount, whereas the decision to give any further discount rests with Radhika as the final authority.

Marking Scheme
MS5CO19 (T)-Management Concepts & Organisational Behavior

Q.1	i)	C	1
	ii)	A	1
	iii)	A	1
	iv)	D	1
	v)	C	1
	vi)	D	1
	vii)	C	1
	viii)	C	1
	ix)	D	1
	x)	C	1
Q.2	i.	What do you mean by Management? Write Definition of Management- (1+1)	2
	ii.	Write different types of four functions of management – (1*0.5)	2
	iii.	Write short note on :- (2+2)	4
		1. Classical Management Theories	
		2. Behavioral Management Theories	
OR	iv.	Explain -Modern Management Theories in brief- (1*4)	4
Q.3	i.	What is MBO ? Write all Process of Management by Objective (MBO)-	3
	ii.	What do you mean by Planning? Write 5-5 Advantages and limitation of Planning-	5
OR	iii.	Explain different Control Process which play important role to achieve effective Coordination and effective control in organizations-	5
Q.4	i.	Define definition and meaning of Organization Behavior – and write any 4 importance of organizational behavior-	3
	ii.	Explain Historical evaluation of OB in brief-	5
OR	iii.	Write any 5 Challenges and opportunities for OB-	5
Q.5	i.	Define meaning of Personality- Attempt any two:	2

		Explain learning process in brief-	3
		Write the difference between Emotions and Attitude- (1*3)	3
		What is Motivation –What is the role of motivation on work behavior- (1+3)	3
Q.6		Attempt any two:	
	I	What is Organization structure? Explain different types of Organization structure – (2+2)	4
	ii	How does Team building improve Interpersonal Relations in Organization development- (2+2)	4
	ii	Explain-Group decision making techniques in brief- (1*4)	4