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SEAT No. :

P6994

[5865] - 402

[Total No. of Pages : 5

S.Y. M.C.A. (Management)
422: PPM AND OB (BM 41)
(2020 Pattern) (Semester - IV)

Time : 2½ Hours]

[Max. Marks : 50

Instructions to the candidates:

- 1) *All questions are compulsory.*
- 2) *All questions carry equal marks.*

Q1) Select correct choice.

[10]

- i) In Management Process, the most misinterpreted word is,
 - a) Organizing
 - b) Delegating
 - c) Controlling
 - d) Planning
- ii) _____, weakness, threats, opportunities are the long term as SWOT analysis.
 - a) Strength
 - b) Standard
 - c) Strategy
 - d) Structure
- iii) A decision made before the occurrence of an external or internal changes called a decision.
 - a) Reactive
 - b) Proactive
 - c) Intuitive
 - d) Systematic
- iv) In the Tuckman model, groups at the _____ stage develop guidelines and standards as acceptable behavior.
 - a) Storming
 - b) Norming
 - c) Forming
 - d) Adjourning

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- v) What does situational theory of leadership emphasize?
- a) Personality traits
 - b) Events
 - c) Environment
 - d) Political situation
- vi) What are the key characteristics of transactional leaders?
- a) Guiding mentoring and motivating
 - b) Guiding commanding and motivating
 - c) Guiding, demonstrating and motivating
 - d) Guiding mentoring and demonstrating
- vii) Positive motivation makes people willing to do their work in the best way they can and improve their.
- a) Efficiency
 - b) Performance
 - c) Skills
 - d) Worth
- viii) Who propounded X and Y theory of motivation
- a) Maslow
 - b) F. Herzberg
 - c) Alderfer
 - d) Mc Gregor
- ix) Delegation becomes a necessity due to the following reasons.
- a) Structure of authority
 - b) Accountability
 - c) Superiors need to address important issues
 - d) Authority, Accountability and superiors need to address important issues.
- x) _____ is the dynamic organization within the individual that determine his unique adjustment to the environment.
- a) Perception
 - b) Behaviour
 - c) Attitude
 - d) Personality

- xi) Which of the following is a method of measuring attitude?
- a) Opinion survey
 - b) Interview
 - c) Scaling techniques
 - d) Survey, Interview & scaling techniques
- xii) Goal setting theory is Pioneered by
- a) Stacy Adams
 - b) Charms
 - c) Edwin Locke
 - d) F.W. Taylor
- xiii) Whose feelings and difficulties should the manager know for direction to become effective
- a) Subordinates
 - b) Family
 - c) Society
 - d) Management
- xiv) Which of the following is not the characteristics of conflict?
- a) expressed struggle
 - b) Perceived interference for outside parties
 - c) Perceived incompatible goals
 - d) independent parties
- xv) Which of the following is a tactic of avoiding conflict?
- a) Competing
 - b) Stonewalling
 - c) Autonomy
 - d) Compromising
- xvi) Most conflicts have their roots in uncertainty, and negotiation is the way of managing the
- a) Resultant Risk
 - b) Failure
 - c) Uncertainty
 - d) Inputs

- xvii) It is said that always lines of _____ should be open.
- a) Production
 - b) Communication
 - c) Business
 - d) None of the above

- xviii) Johari window is given by,
- a) Herbert Simon
 - b) Joseph Luft & Harry Ingham
 - c) Chester Bernord
 - d) Maslow's

- xix) According to Freud, which of the following is our conscious self?
- a) The super ego
 - b) The ego
 - c) The Id
 - d) Personal problems

- xx) When you move information from the hidden self into the open self, you're
- a) Self - disclosing
 - b) empowering
 - c) Affirming
 - d) depressed

- Q2)** a) Explain the need and process of Management. [5]
b) Explain contingency theory of organizational design. [5]

OR

- a) Explain the various levels of Management. [5]
- b) Define Henry Fayol's principles of Management. [5]

- Q3)** a) Discuss automatic and democratic decision making style. [5]
b) A XYZ organization wants to expand their business in the multiple countries. Which organizational structure they have to followed and how? [5]

OR

- a) Explain Herbert Simon Model on Decision Making. [5]
b) Discuss different points to enhance the relationship between organization behaviour and individual. [5]

- Q4)** a) Describe Hygiene theory by Herzberg with example. [5]
b) What is team building? How does it work. [5]

OR

- a) Explain the concept as motivation and leadership. [5]
b) As a team manager if you want to develop your team. Describe the procedure to build effective team. [5]

- Q5)** a) Explain stages of conflict process and how it work in organization. [5]
b) Discuss ego states as a normal person with suitable example. [5]

OR

- a) Describe various sources & types of stress. [5]
b) Explain the Johari window for transactional analysis. [5]

