

Total No. of Questions : 6]

SEAT No. :

P-3354

[Total No. of Pages : 4

[6027]-42

M.C.A. (Management)

422 : BM : 41 : PPM AND OB

(2020 Pattern) (Semester - IV)

Time : 2½ Hours]

[Max. Marks : 50

Instructions to the candidates :

- 1) Draw neat diagrams wherever necessary.
- 2) Q.2 to Q.6 carries 8 marks each.

Q1) Select Correct Choice.

[10]

- i) Which theory assumes that people are naturally lazy and will avoid work and responsibilities if possible?
 - a) Theory X
 - b) Theory Y
 - c) Theory Z
 - d) All of the Above
- ii) Which of the following are the basic sources of stress?
 - a) Environment
 - b) Social Stressors
 - c) Physiological & Thoughts
 - d) All of the Above
- iii) A decision made before the occurrence of an external or internal changes called a _____ decision.
 - a) Reactive
 - b) Proactive
 - c) Both a and b
 - d) Systematic
- iv) Which of the following is not a characteristic of conflict?
 - a) expressed struggle
 - b) independent parties
 - c) perceived incompatible goals
 - d) perceived interference for outside parties
- v) Which one of the following is/are leadership theories?
 - a) Trait theory
 - b) Behavior theory
 - c) Contingency theory
 - d) All of these

P.T.O.

- vi) The worst approach to conflict resolution is :
- to want to win
 - to wait a win
 - to assess your own mind set first
 - to see yourself as a team
- vii) _____ is known as “the father of scientific management”.
- Fredrick W. Taylor
 - Henry Fayol
 - Robert Owen
 - None of the above
- viii) The perceptual component of attitude is called _____.
- cognition
 - conation
 - affect
 - all of the above
- ix) Organizational behavior is _____.
- A science
 - An art
 - A science as well as an art
 - None of the above
- x) Who said, “Management is a multiple purpose organ that manages a business, manages a manager and manages workers and work”?
- Harold Konntz
 - Peter Drucker
 - Anonymous
 - Kenneth O ‘Donell
- xi) The factor(s) coming under philosophy of scientific management is (are):
- Co-operation
 - Maximum output
 - Harmony
 - All of the above
- xii) _____, weakness, threats, opportunities are the long form SWOT analysis
- Strength
 - Weakness
 - Threats
 - Opportunities
- xiii) Whose feelings and difficulties should the manager know for direction to become effective?
- Subordinates
 - Family
 - Society
 - Management
- xiv) Non programmed decisions are most likely to be made by:
- middle management
 - lower management
 - top management
 - supervisory management

- xv) What does situational theory of leadership emphasize?
- a) Personality traits
 - b) Events
 - c) Environment
 - d) Political situation
- xvi) “Planning is theoretical whereas controlling is practical”
- a) True
 - b) False
- xvii) The _____ leadership style is an expression of the leader’s trust in the abilities of his subordinates.
- a) Participative
 - b) Delegative
 - c) Authoritarian
 - d) All of the above
- xviii) Following is (are) the assumption(s) of Theory X.
- a) Workers hate to improve their efficiency
 - b) A worker prefers to get directed by others
 - c) No worker is ready to accept any responsibility
 - d) All of the above
- xix) _____ emphasizes the importance of workers in the accomplishment of enterprise objectives.
- a) Theory X
 - b) Theory Y
 - c) Theory Z
 - d) None of the above
- xx) Herzberg’s Theory of work motivation is also known as
- a) Maintenance theory of motivation
 - b) Motivation-Hygiene theory
 - c) Two factor theory of motivation
 - d) All of the above

Q2) Define Management with Managerial Levels. Being a Manager of an organization describe the social responsibilities of management in detail with suitable diagram. [8]

OR

What is Management? Being a Manager in reputed Organization What are the Skill sets received for Manager discuss your views.

Q3) Define Decision making with its environment under certainty and under uncertainty with suitable diagram. [8]

OR

Compare Scientific Management by Taylor and Administrative Management by Foyle with suitable example in detail.

Q4) As a Project Manager in one of the reputed MNC IT companies how you can create an effective team and resolve the issues/conflicts among the team members? Also being a leader discuss Qualities of Leadership. [8]

OR

As Project Manager of multinational company how you elaborate about the organizational structure and how it should be discuss it with suitable example.

Q5) What is Stress Management? Describe various sources and types of stress. How Yoga and Meditation is useful for stress management explain it with example. [8]

OR

Ms. Vandana got a job in an IT organization. Her co-workers knew a little about her and in this context the unknown and hidden areas will be larger and the open area will be small. As the others don't know much about her the blind spot also will be smaller. Design the Johari window for the same and explain it in detail with suitable diagram

Q6) Write Note on: (any two) [8]

- a) Conflict Management
- b) Theory X and Theory Y
- c) Maslow's Need hierarchy Theory

