

SIKKIM MANIPAL UNIVERSITY – DDE
Master of Business Administration (MBA)

Semester – I

MBA101/MB0038 - MANAGEMENT PROCESS & ORGANIZATONAL BEHAVIOUR – 4

CREDITS

(Book ID B1621)

Model Question Paper

Duration: 3 hours

Total marks: 70

Section A

Multiple Choice Questions (MCQ)

[Please answer **ALL** the following questions , each question carries TWO marks]

(2*10=20 marks)

1. i. Consider the following statements

- I. A process is a logically sequenced set of actions.
- II. Vision statements must be elaborated and complex.

State True or False.

- a. I- False, II- True
- b. I- False, II- False
- c. I- True, II- False
- d. I- True, II- True

ii. Fill in the blanks

- I. A _____ is a desired future state that the organization attempts to reach.
- II. Planning helps management to clarify, _____ and _____ their businesses or project's development and prospects.

- a. I- Vision , II- Mission & goals
- b. I- Goal, II- Focus & research
- c. I- Focus, II- Goal
- d. I- Mission & Goal, II- Vision

iii. Fill in the blanks

- I. Engagement can be defined as capturing the _____ of stakeholders.
 - II. When an employee buys into the vision and mission, time has come for _____ rather than _____.
- a) I-Mind Space, II- Leading, directing.
 - b) I-Leading, II- directing.
 - c) I-Controlling, II- delegation.
 - d) I- Planning, II- Organizing.

iv. True or False

- I. If you know your OB, you can completely remove conflict and frustration.
 - II. Tunnel vision of OB can lead to satisfying employee experiences at the cost of broader system of an organisation.
- a) I-False, II- True.
 - b) I-True, II- True.
 - c) I-True, II- False.
 - d) I- False, II- False.

v. Components of attitude – Pick the correct one:

- I. Cognition.
 - II. Humour.
 - III. Affect.
 - IV. Behaviour.
- a. I, II & III
 - b. I, III & IV
 - c. I, II, IV
 - d. II, III & IV.

vi. Fill in the blanks:

- I. The term _____ in definition of motivation is concerned with how hard a person tries.
 - II. Motivation improves _____ by increasing productivity and decreasing cost.
- a) I- Intensity, II- Efficiency.
 - b) I- Permanent, II- Extinction.
 - c) I- Leading, II- Reinforce.
 - d) I- Motivation, II- Experience.

vii. Consider the following statements:

- I. Punctuated equilibrium model explains a way to bring about balance between time lost in conflict and deadlines.
 - II. For a formal work group to be effective, it must be independent.
- State True or False.
- a. I- False, II- True
 - b. I- True, II- False
 - c. I- False, II- False
 - d. I- True, II- True

viii. Consider the following statements:

- I. According to Deloitte Touche study, creating vision is one of the characteristics of a leader.
 - II. A 5, 5 leader is a good compromise between task and people orientation.
- State True or False.
- a. I- True, II- False
 - b. I- False, II- True
 - c. I- True, II- True
 - d. I- False, II- False

ix. Fill in the blanks:

- I. Power is of two types _____ and _____.
- II. "Getting that account will be tough, but I know you can do it". This is an example of using _____ as a tactic for influence.
 - a) I- Formal & Informal, II- Inspiration.
 - b) I-Formal, II- Informal.
 - c) I- Inspiring, II- Aggressive & Tactical.
 - d) I-Passive & Active, II- Knowledge.

x. Fill in the blanks:

- I. The system takes its own feedback and uses it and other resources to _____.
 - II. Any change or modification required to correct a problem would start by looking at the _____."
- a) (I)-Modify, (II)--Highest level
 - b) (I)--Change, (II)--Source
 - c) (I)--Self-rejuvenate, (II)--Lowest level
 - d) (I)--Improve efficiency, (II)--Highest level

Section B

SHORT ANSWER QUESTIONS (5 Marks each)

[Please answer **any FOUR** questions on the **Answer Sheet** provided separately for the purpose.]

(4*5=20 Marks)

2. List out the various important points of Management.
3. What do you understand by Span of Control?
4. What is controlling? Discuss some of its importance in relation to management.
5. Discuss the various determinants of Personality.
6. What are the various functions of attitudes? Discuss.
7. Write a brief note on 'Contingency Theories of Leadership'

Section C

ESSAY-TYPE QUESTIONS (10 Marks each)

[Please answer **any THREE** questions on the **Answer Sheet** provided separately for the purpose.]

(10*3=30 Marks)

8. What steps shall be taken to overcome resistance to change?
 9. Explain the leadership styles as per the Managerial Grid Theory.
 10. List the group decision making techniques, and explain each of them.
 11. Define OB and explain the framework for learning OB.
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