

Roll No. 295291

Total No. of Page : 2

MMS/DX-6174

**CP-101: Management Processes
and Organization Behaviour**

Time : 3 Hours

Maximum Marks : 70

Note: Attempt Five questions in all, Question .No-1 is compulsory. All questions carry equal marks.

Q-1 Write Brief notes on the following:

- (a) Assumption of theory 'Y'
- (b) Staffing
- (c) Managerial Skills.
- (d) Management by objectives (MBO)
- (e) Controlling Process
- (f) Group think
- (g) Empowerment

Q-2 Define 'management' and describe briefly the history of the evolution of management thought and what is the modern thinking in this context?

Q-3 What do you mean by 'Work Motivation'? Discuss content theories of work motivation.

- Q-4 Explain the meaning and nature of Emotional Intelligence. Bring out various dimensions of emotional intelligence and discuss its significance and applications in modern organizations.
- Q-5 What is Decision-Making? Explain steps in decision making process and bring out main determinants of effective decision making in organizations.
- Q-6 What is Leadership? Critically evaluate Fiedler's contingency theory of leadership and also highlight its relevance for modern organizations.
- Q-7 What is organization structure? and Explain elements of organization structure. Describe matrix structure and discuss its merits and demerits.
- Q-8 What do you mean by Conflict Management? Discuss traditional and modern approaches to conflict management. Which approach do you think more suitable for resolution of conflicts in modern organizations?