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14MBA11

First Semester MBA Degree Examination, Dec.2016/Jan.2017
Management and Organizational Behavior

Time: 3 hrs.

Max. Marks:100

SECTION - A

Note : Answer any FOUR questions from Q.No.1 to Q.No.7.

- 1 State the basic functions of management. (03 Marks)
- 2 Define MBO and state its objectives. (03 Marks)
- 3 State the components of emotional intelligence. (03 Marks)
- 4 Distinguish between formal and informal organization. (03 Marks)
- 5 Why do people join groups? (03 Marks)
- 6 What is meant by feedback control? (03 Marks)
- 7 What are the sources of conflicts? (03 Marks)

SECTION - B

Note : Answer any FOUR questions from Q.No.1 to Q.No.7.

- 1 Explain different types of planning. (07 Marks)
- 2 Describe the components of attitude. (07 Marks)
- 3 Explain Blake and Moutons theory of leadership. (07 Marks)
- 4 Elaborate on the stages of group development. (07 Marks)
- 5 Describe the different types of personality traits. (07 Marks)
- 6 What skills and competencies successful managers process? (07 Marks)
- 7 Discuss basic types of organization structure. (07 Marks)

SECTION - C

Note : Answer any FOUR questions from Q.No.1 to Q.No.7.

- 1 Discuss the challenges and opportunities of organization behaviour. (10 Marks)
- 2 Explain the perceptual error in the process of employee selection. (10 Marks)
- 3 Discuss Herzberg's two factor theory of motivation and discuss the managerial implications. (10 Marks)
- 4 What are the causes and consequences of stress in organizations? (10 Marks)

Important Note : 1. On completing your answers, compulsorily draw diagonal cross lines on the remaining blank pages.
2. Any revealing of identification, appeal to evaluator and /or equations written eg. 42+8 = 50, will be treated as malpractice.

- 5 What is span of management? List the factors determining span of management. (10 Marks)
- 6 Describe the 5 stage confluent process by outlining the strategies for interpersonal conflict resolution. (10 Marks)
- 7 Discuss Henry Fayol's principles of management. (10 Marks)

SECTION - D
CASE STUDY – [Compulsory]

Mr. Abhay, CEO of Chennai Chemical Ltd established an open communication link with managers and workers. The first communication from Mr. Abhay was in Tamil. He sought the suggestions of the employees for improving the performance of the company.

Abhay met the managers and office bearers and listened to the grievances. He did a SWOT and identified key result areas for concentration.

The CEO sent educative circulars and also personally participated in MDPs. Managers were encouraged for higher academic qualifications. Abhay set an example for punctuality, promptness in decisions, stressed integrity. Managers were entrusted the responsibility of both operations and maintenance of plants. Mr. Abhay called a consultant to review Co's management practices and reorganize the set up and train its employees in modern management concepts.

Questions:

1. What are your comments on the leadership style of Mr. Abhay? (06 Marks)
2. What are the motivation strategies to retain the employees of the organization? (07 Marks)
3. If you were the consultant, what are the changes you would like to bring in? (07 Marks)

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