MBHC-1.1

Sl.No.

I Semester MBA Degree Examination, December - 2023
MANAGEMENT
Management and Organizational Behaviour
(CBCS Scheme)

Time : 3 Hours **Maximum Marks : 80**

SECTION - A

Answer any Five questions. Each question carries Five marks. (5×5=25)

1. Explain the characteristics features of Management
2. State few merits and demerits of MBO.
3. Briefly explain the steps in decision making process.
4. Explain the characteristics of perception.
5. State the objectives of group development.
6. Mention the importance of communication in management
7. Highlight the various qualities of leadership.

SECTION - B

Answer any Four questions. Each question carries Ten marks

(4×10=40)

8. Explain the 14 principles of Henry Fayol
9. Discuss the steps involved in planning process.
10. Examine the various factors determining personality traits.
11. Critically evaluate the impact of organizational climate and organizational culture on the organizational effectiveness.
12. Explain the role of information technology in Organization
13. Elaborate the various stages of group formation.

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SECTION - C

Case :(Compulsory) **(1×15=15)**

The workshop of a small urea factory functions in two shifts - 'A' and ' B'. Mr.Ramu, a mechanical engineer, has recently been promoted as manager of shift 'A'. He has trained his workers in the theoretical aspects of their job, resulting in abandoning of rule of thumb practices and increase in the productivity. Mr.Ramu has become popular among workers.

The increase in efficiency has resulted in extra work being given to shift 'A'. While workers resent it, Mr.Ramu deems it recognition of the efficiency of shift. Some workers have also sought transfer to other shift.

But the workers working in shift 'A' perceived that the increased efficiency is due to their loyalty and commitment and Mr.Ramu has been stealing the credit. As such they decided to teach a lesson to Mr.Ramu.

Recently, one morning, shift supervisor informed Mr.Ramu that all his workers desired to attend the funeral of the father of a colleague and the management should provide conveyance for this purpose as has been the past practice in such cases. Mr.Ramu not only refused to provide conveyance but objected to all his workers abstaining from work. The workers did not relent and Mr.Ramu arranged gate passes for all those who wanted to go to the funeral.

Next day, Mr.Ramu came to know that 75 percent had gone to a cinema instead of the funeral. He issued memos to some of them. The workers were angered by this and approached the union for intervention. The news of the event caused protest in almost all sections in the factory.

Different perception of the employees resulted in this incident.

Questions:

1) Can you suggest measures to avert this situation by correcting the perception of employees?

2) Why do workers and Mr.Ramu have different perceptions of the performance of shift 'A'?
