MBHC-1.1

Sl.No. : **Total No. of Pages : 2**

First Semester M.B.A. Degree Examination, May/June - 2023
(CBCS) (SLM Scheme)
MANAGEMENT
Management and Organisational Behaviour

Time : 3 Hours **Max. Marks : 80**

SECTION - A

Answer **any five** questions. **Each** question carries five Marks. **[5 × 5 = 25]**

Q1) What do you understand by MBO?

Q2) What is delegation of authority?

Q3) What are the various functions of management?

Q4) Mention the steps in the process of control.

Q5) Explain the factors influencing perception?

Q6) Discuss the impact of group on individual's behaviour.

Q7) Describe few methods of managing resistance to change.

SECTION - B

Answer any four questions. Each question carries ten marks. **[4 × 10 = 40]**

Q8) Discuss Fayol's 14 principles of management.

Q9) What is planning? Describe the process of planning.

Q10) What is leadership? Explain the styles of leadership.

Q11) Elaborate Sigmund Freud's five stages of personality development.

Q12) Explain the steps involved in group formation.

Q13) Outline various types of teams and give reasons for team failure.

SECTION - C

Q14) Case (Compulsory) **[1 × 15 = 15]**

Amitha was payroll clerk at W.S. Corporation at Baroda. Diwakar was the manager of payroll department. As Amitha's husband made plans for a holiday trip to Mahabaleshwar, she approached her manager with a leave application for a week's leave for the first week of March. Diwakar was not keen on sanctioning the leave because of heavy workload during that period but Amitha felt strongly about taking time off. It had been customary for payroll department clerical personnel to scheduled their leave (vacation) at times other than during January to March because of the heavy workload during that period. All of the individual payroll records had to be finished including employee's income tax deduction calculations. Diwakar was not sure whether he would be able to meet the deadlines for preparation of the reports without Amitha's help. Amitha was an efficient worker and although she had been employed only since 6 months, Diwakar was dependent on her to complete the work. Diwakar recalled that when Amitha was hired, he had failed to discuss with her the need for avoiding leave during the period of January to March. He had told her only that she would be eligible for one week of vacation (leave) for each six months of working. Diwakar felt somewhat responsible for the misunderstanding on the part of Amitha. But he knew that letting Amitha take her vacation as requested might hurt morale in the department, even if the workload could be handled. Not only would the others have to work harder, but Diwakar remembered having turned down two special requests for vacation leave in January to March period in the past.

Questions :

a) List any five role of a manager.

b) What factors should Diwakar consider in making in decision?

c) If you were the manager, what decision would you have taken?