

Roll No.

Total Pages : 2

CMBS/D-19

13628

**MANAGEMENT PROCESS AND
ORGANISATIONAL BEHAVIOUR**

Paper--MBA-101

Time Allowed : 3 Hours)

[Maximum Marks : 70

Note: Attempt six questions in all, however, question
No. one is compulsory

Compulsory Question

1. Short answer type questions— 5 × 4=20

- (i) What is the nature of management? And explain the significance of management in an organisation.
- (ii) Explain different types of skills required in managers at various organisational levels.
- (iii) What is the process of motivation?
- (iv) What are the features of effective learning organisations?
- (v) What is the relevance of workplace spirituality?

UNIT-I

2. What is the purpose of controlling in an organisation? Explain the elements of control process and how is it related to planning, organising and leading. 10
3. Explain learning by operant conditioning with its implications for management as well. 10
4. What is personality? How do 'Big five traits' theory predict work behaviour? 10
5. Explain three levels of organisational culture. What managers can do to develop healthy organisational culture. <http://www.kuonline.in> 10
6. How do power and politics in organisations affect managers and management? Explain various bases of power. 10
7. Define the concept of organisational effectiveness. Explain various approaches to organisational effectiveness. 10
8. What is emotional intelligence? Explain the relevance of E Q at work place. 10
9. What are the causes of work stress? Suggest some preventive measures to work stress adopted by an organisation. 10

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2