

Roll No.

Total Pages : 2

CMBA/D-22

27201

MANAGEMENT PROCESS AND ORGANIZATIONAL BEHAVIOUR

Paper-MBA-101

Time Allowed.: 3 Hours]

[Maximum Marks : 70

Note : Attempt six questions in all, Question No. 1 is compulsory. Attempt remaining five questions, out of remaining eight questions carrying 10 marks each.

Compulsory Question

1. Write short notes on the following : 5×4=20

- What is the nature of management?
- What is Management by Objectives (MBO)?
- Explain the process of motivation.
- What is the nature of perception?
- What do you know about learning organisations?

2. What are key managerial skills required for effective management and also discuss the operational roles of managers in an organisation. 10

3. Explain the contribution of Henry Fayol in modern management in detail? 10

4. "Planning is looking forward and controlling is looking backward". Discuss the statement. 10

5. Define Personality. How do the Big 5 Personality Traits are relevant to organisational behaviour ? 10

6. What are the Key components of attitude. How attitude can be formed and changed? 10

7. Differentiate group and team. Why teams are more preferred in a service organizations. 10

8. Why do employees resist organizational change? Explain the process of change management with the help of Lewin's Model. 10

9. What are the main causes of organisational conflicts? Suggest some techniques/ strategies of conflict management in an organisation. 10