

Roll No.

Subject Code—8162-X

M.B.A. EXAMINATION

(First Semester)

(Re-appear Batch 2009 Onwards)

CP-101

**MANAGEMENT PROCESS AND
ORGANISATIONAL BEHAVIOUR**

Time : 3 Hours

Maximum Marks : 70

Section A

Note : Attempt any *Seven* questions. **7×5=35**

1. Discuss in brief the Managerial Skills.
2. Why organisations should have social responsibility ?
3. Discuss important personality traits of Indian managers.

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4. Write a brief note on emotional intelligence.
5. How attitude once formed can be changed ?
6. Write a brief note on need hierarchy theory of motivation.
7. Explain the meaning of transactional analysis and types of transactions.
8. Discuss the meaning and basis of departmentation.
9. Write a critical note on Values.
10. What is the difference between organisational structure and design ?

Section B

Note : Attempt all the questions.

11. Explain the meaning of Management. How do system and contingency approaches help in understanding the organisations ?

Or

What is meant by Decision-making ? Discuss the types of managerial decisions. Explain the process of managerial decision-making. 12

12. Explain the term perception. What are the bases of perception building ? How can distorted perception be mended ?

Or

Explain the terms leader and leadership. Which theory of leaders stresses upon team building ? How a leaders should act to build a team influence the leadership process ? 12

13. Discuss the types and outcomes of stress. How can stress be managed ?

Or

How does individual learning lead to behavioural reinforcement ? Discuss classical conditioning theory of learning with individual and organisational implication. 11