

(Please write your Exam Roll No.)

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END TERM EXAMINATION

FIRST SEMESTER [MBA] NOVEMBER-DECEMBER 2017

Paper Code: MS-101
MBA (FM)-101

Subject: Management Process &
Organizational Behavior

(Batch-2017 onwards)

Time: 3 Hours

Maximum Marks: 75

Note: Attempt any five questions. All questions carry equal marks.

1 What is management? How pertinent today is Taylor's assumption that management and labor had a common cause? Explain your view with justification?

2 What is planning? The late Peter Drucker, an eminent management author, identified the SMART format for setting goals back in 1954: S (specific), M (measurable), A (attainable), R (relevant), and T (time bound). Is this format still relevant today? Discuss.

3 How can a systematic study of personality help the individual and the organization? Suppose that you give all candidates applying for a management trainee position a personality test that measures the five dimensions in the five-factor model. Which personality traits would you consider to be the most important for this type of job and why?

4 What is the need to manage emotions? Emotional intelligence is more important than cognitive intelligence in influencing an individual's success. Do you agree or disagree with this statement?

5 How are leaders different than managers? What is the difference between transformational and transactional functions of a leader? What types of functions are more important for a leader to perform?

6 Explain the organic and mechanistic organization structure. When is each suitable? What if the choice is made appropriately or inappropriately?

7 "Web Games" is a custom manufacturer for high-technology companies. Senior management wants to introduce lean management practices to reduce production costs and remain competitive. A consultant has recommended that the company start with a pilot project in one department and, when successful, diffuse these practices to other areas of the organization. Discuss the advantages of this recommendation and identify ways to make diffusion of the change effort more successful.

Write short notes on **any two** of the following:

- Positive and negative implications of whistle-blowing
- Conflict resolution strategies
- Relevance of Hawthorne studies
- Organization stress management techniques
