

MBAC 1001

M.B.A. DEGREE EXAMINATION, DECEMBER 2019.

First Semester

General (Common)

MANAGEMENT CONCEPTS AND
ORGANISATIONAL BEHAVIOUR

Time : Three hours

Maximum : 100 marks

PART A — (5 × 6 = 30 marks)

Answer any FIVE questions

1. State the nature of management.
2. Enlist the decision making process.
3. Elaborate authority and responsibility relationships.
4. Distinguish formal and informal organization.
5. What are the types of communication?
6. Discuss the personality theories in detail.
7. Describe the group decision making techniques.
8. How to manage diversity in work place?

PART B — (5 × 10 = 50 marks)

Answer any FIVE questions

9. Discuss the steps in planning process.
10. Explain Lewin's model to manage organizational change.
11. Discuss the different kinds of Leadership styles with their relative merits and demerits.
12. Elucidate the causes of occupational stress.
13. Differentiate mechanistic structure and adoptive structure.
14. What is benchmarking? State its types and limitations.
15. Elaborate the external sources of recruitment.
16. How international company is different from domestic company?

PART C — (1 × 20 = 20 marks)

Compulsory

17. Mr. Subhash Shirodkar has been working as a senior foreman at Zeeta automobile company manufacturing two wheeler scooters. He has a long experience of assembly line operations.

There are 1200 skilled and semi-skilled workers working in two shifts with assembly line. Due to increasing demand of scooters in the market, Mr. Shirodkar has been asked by production manager to increase the per day production by raising efficiency level of the workers. In this connection production manager is of a opinion that to increase the level of efficiency minor adjustments and changes should be made in the production process. But senior foreman Mr. Shirodkar is not convinced with the suggestion of production manager. Rather he firmly believes that in addition to changes to be made in production on process it is more important to develop team spirit among the workers by providing monetary incentive to them. Read the above case and answer the following questions.

Questions:

- (a) Why Shirodkar differs with the production manager? Is difference based on approach? If so, explain those approaches.
- (b) What considerations should be taken into account for making monetary incentive scheme more effective?