

## **MBAC 1001**

M.B.A. DEGREE EXAMINATION, JANUARY 2021.

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.

All questions carry equal marks.

1. Explain the concept of management.
2. Analyse the managerial skills to be possessed by managers.
3. Enumerate the principles of direction.
4. How to overcome weak delegation?
5. Briefly explain the basic assumptions of group dynamics.
6. Give the meaning of Organisational climate and explain the factors which affect Organisational climate

7. Give the meaning of innovation. Discuss its reasons.
8. Give the meaning of Management of diversity, and state its types.

PART B — (5 × 10 = 50 marks)

Answer any Five questions

All questions carry equal marks.

9. Analyse social responsibility of business.
10. Analyse the benefits and demerits of MBO.
11. Differentiate formal organisation from informal organisation.
12. Write note on coping strategy for stress.
13. Enumerate the features of attitudes.
14. Discuss the stages involved in the creative process.
15. Analyse the different leadership styles.
16. Give the meaning of Bench marking. Explain its types and its benefits.

PART C — (1 × 20 = 20 marks)

Case Study—compulsory

17. In the New India Insurance Company, two of the sessions in the ten session supervisory development Programme are concerned with the topic of communication and its importance in managerial success. Near the end of the first session, Ram Dayal, supervisor of the billing department, volunteered the comment that even though he found the topic to be interesting and agreed that it was important, something vital was missing in the company's training programme." As a supervisor, my problem is that people just do not know how to listen" he said- "With a lot of my people, after I spend a great deal of effort instructing them as to exactly what to do, they are just as likely to be doing something entirely different when I check on their progress later. What we should do is set up a course in good listening and have all our employees take it".
- (a) Do you agree with Ram Dayal that communication can be improved by having people develop better listening skills?
- (b) Do you think Ram Dayal is effective as a communicator? How might he improve?