

MASTER OF BUSINESS ADMINISTRATION
FIRST SEMESTER [REPEAT]
MANAGEMENT PROCESS & ORGANIZATIONAL BEHAVIOUR
MBA – 101

SET
A

[USE OMR SHEET FOR OBJECTIVE PART]

Duration: 3 hrs.

Full Marks: 70

Time: 30 mins.

(Objective)

Marks: 20

Choose the correct answer from the following:

1 × 20 = 20

- _____ is a desired future condition that the organization seeks to achieve.
 - Effectiveness
 - Efficiency
 - Goal
 - Target
- Which is not a characteristic of "Management as an Art"?
 - Improvement through Practices
 - It should have a systematic body of knowledge
 - It requires Practical Knowledge
 - Personal Skill is required
- 'Fair remuneration for work performed' is a/an _____ objective.
 - Organizational
 - Social
 - Entrepreneurial
 - Individual
- It is a function of _____ management to build efficient staff and executive and give them reward and penalty.
 - Top-level
 - Middle-level
 - Lower-level
 - Supervisory-level
- Which Role of a manager helps in assuming responsibility for handling an unexpected event or crisis?
 - Disturbance handler role
 - Entrepreneur role
 - Negotiator role
 - Disseminator role
- Which is not a characteristic of MBO?
 - Goal Specificity
 - Specific amount of resources
 - No explicit time period
 - Performance feedback
- Which step of the Planning Process considers 'Formulating plans'?
 - Step-1
 - Step-3
 - Step-5
 - Step-7
- Which is not true with Organizing function?
 - Divide up the work
 - To control the process
 - Arrange resources
 - Coordinate activities
- _____ are the plans that establish the required method of handling future objectives.
 - Strategies
 - Rules
 - Procedures
 - None above

10. 'To get good organizing function, a subordinate must get order from one superior only at a time' - this is known as_____.
- | | |
|-----------------------|----------------------------|
| a. Unity of Command | b. Efficient communication |
| c. Direct Supervision | d. Unity of objective |
11. Which is not a function of 'Directing'?
- | | |
|--|--|
| a. Giving orders to sub-ordinates | b. Leading and Motivating employees |
| c. Recruitment or getting applicants for the job | d. Checking their performance and take necessary actions |
12. In which type of control, the inspecting team monitors ongoing operations and activities to make sure that things are being done correctly?
- | | |
|------------------------|------------------------|
| a. Post-action control | b. Preliminary Control |
| c. Feedback control | d. Steering Control |
13. Which is not a technique of Controlling?
- | | |
|----------------------|-------------------------|
| a. Special Report | b. Personal Observation |
| c. Operational Audit | d. None above |
14. Which below given group of components are true with 'components of Nature of People' in organisation?
- | | |
|--|---|
| a. Perception, A whole person, Motivated Behaviour | b. Perception, Value of the Person, Mutual Interest |
| c. Individual differences, Social System, Desire for involvement | d. Individual differences, Ethics, A whole person |
15. _____ is the studies of societies to learn about human beings.
- | | |
|-----------------|----------------------|
| a. Psychology | b. Sociology |
| c. Anthropology | d. Social Psychology |
16. _____ is a feeling of ownership towards the organization.
- | | |
|---------------------|---------------|
| a. Citizenship | b. Leadership |
| c. Entrepreneurship | d. None above |
17. "Enthusiastic" people are having Personality Trait _____.
- | | |
|------------------------|----------------|
| a. Warmth | b. Sensitivity |
| c. Emotional Stability | d. Liveliness |
18. Which is not a behaviour of a person having personality trait 'Reasoning'?
- | | |
|----------------|--------------------|
| a. Bright | b. Assertive |
| c. Intelligent | d. Mental Capacity |
19. Which component of Attitude is an element of 'Mental Processing'?
- | | |
|------------------------|--------------------------|
| a. Cognitive component | b. Behavioural component |
| c. Effective component | d. Both b & c |
20. _____ is a specific code of conduct which is personally and socially more preferable than other mode of conduct.
- | | |
|---------------|------------------|
| a. Perception | b. Social system |
| c. Attitude | d. Value |

(Descriptive)

Time : 2 Hr. 30 Mins.

Marks : 50

[Answer question no.1 & any four (4) from the rest]

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|--|------------|
| 1. Define Management & Organisation. Explain the management Process in an organization. Write briefly any four characteristics of Management. | 1+1+4+4=10 |
| 2. Define Skill. Explain various 'Managerial Skills' that are required in different levels of management in an organization, with the help of a neat diagram. | 2+8=10 |
| 3. What is Planning? Mention any six characteristics of Planning. Explain any three advantages & three disadvantages of Planning. | 1+3+3+3=10 |
| 4. What do you understand by 'Span of Control'? Mention two different types of Span. Write the disadvantages of Tall & Flat Organisation Structure. Explain any three factors that influence Span of Control in an organisation. | 1+2+4+3=10 |
| 5. i) Define Coordination. Write the Principles of Co-ordination.
ii) "There are many significance of Staffing in an organisation"- Justify. | 5+5=10 |
| 6. Define Controlling Process. Explain various steps of Controlling Process. Just mention various requirements of Effective Control in an organisation. | 1+5+4=10 |
| 7. Explain the Basic OB Model of Stage II by mentioning various Independent & Dependent variables of Organisational Behaviour. | 10 |
| 8. What do you understand by the word "Perception". Explain the Perception Process. Mention various factors & sub-factors that influence the Perception Process. | 1+5+4=10 |

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