CBCS SCHEME

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20MBA11

First Semester MBA Degree Examination, July/August 2021
Management and Organisational Behaviour

Time: 3 hrs. Max. Marks:100

Note: ***Answer any FIVE full questions.***

Important Note : 1. On completing your answers, compulsorily draw diagonal cross lines on the remaining blank pages.
2. Any revealing of identification, appeal to evaluator and /or equations written eg, 42+8 = 50, will be treated as malpractice.

1	a.	Define Management.	**(03 Marks)**
	b.	Discuss the principles of Directing.	**(07 Marks)**
	c.	Explain the functional organisation structure.	**(10 Marks)**
2	a.	Write the meaning of Organisational culture.	**(03 Marks)**
	b.	List the Managerial Competencies.	**(07 Marks)**
	c.	Summarise the fourteen principles of Fayol.	**(10 Marks)**
3	a.	Explain Management By Exception (MBE).	**(03 Marks)**
	b.	Analyse big five Personality traits.	**(07 Marks)**
	c.	Define and explain the levels of Organisation Culture.	**(10 Marks)**
4	a.	Define Stress.	**(03 Marks)**
	b.	Explain the tools and techniques of Planning.	**(07 Marks)**
	c.	Discuss the process of Perception.	**(10 Marks)**
5	a.	Write the difference between teams and groups.	**(03 Marks)**
	b.	Explain the Change process.	**(07 Marks)**
	c.	Explain the types of Groups.	**(10 Marks)**
6	a.	Name the types of Decisions.	**(03 Marks)**
	b.	Discuss the types of teams and its benefits.	**(07 Marks)**
	c.	Explain the causes of Stress.	**(10 Marks)**
7	a.	List the components of Attitude.	**(03 Marks)**
	b.	Explain the sources of Power.	**(07 Marks)**
	c.	Explain the process of Control.	**(10 Marks)**

8 **CASE STUDY** :

Good people valuable Employee – quit their Jobs everyday. Usually they leave for better positions else – where. Kiran, an experienced underwriter in a reputed Insurance Company, wrote the following remark on his exit interview questionnaire.

This Job is not right for me. I like to have more input on decisions that affect me – more of a chance to show what I can do. I don't get enough feedback to tell if I am doing a good job or not and the Company keeps people in the dark about where it is headed. Basically, I feel like an interchangeable part most of the time.

In answer to the question about whether the Company could have done anything to retain him, Kiran replied simply "probably not".

Why do so many promising Employees leave their Jobs? One of the two main reasons Kiran's reason – can be all but invisible because it is so common in so many Organisations : a system wide failure to keep good people.

Corporations should be concerned about Employees like Kiran. By inverting in human capital, they may actually help to reduce turnover, protect training investments , increase productivity, improve quality and reap the benefits of innovative thinking and team work. Human Resource Professionals and Managers can contribute to corporate success by encouraging Employees empowerment, security , identity "connectedness" and competence. How? By recognizing the essential components of keeping their best people and by understanding what enhances and diminishes there components. Kiran doubt that his Company will ever change, but other organisations are taking steps to focus on and enhance Employee retention. As a result they are reducing turnover improving quality, increasing productivity and protecting their training investments.

Questions :

a. Identify the problem in the case. **(05 Marks)**
b. Explain the reasons for Kiran's decision to leave the Job. **(05 Marks)**
c. What the Company could have done to retain the Employees like Kiran? **(05 Marks)**
d. What lesson can this Company learn from the case of Kiran? **(05 Marks)**

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