

MASTER OF BUSINESS ADMINISTRATION
FIRST SEMESTER
MANAGEMENT PROCESS &
ORGANIZATIONAL BEHAVIOR
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

- 'Achieving objectives at the least cost of resources' is called _____.
 - Effectiveness
 - Efficiency
 - Goal
 - Target
- Which is not a characteristic of Management as Science?
 - It should have a systematic body of knowledge
 - General principles are capable of Universal applicable
 - It establishes "Cause & Effect" relationship between various factors
 - Improvement through Practices
- 'To look after the growth and expansion of the enterprise' is an _____ objective.
 - Organizational
 - Individual
 - Personnel
 - Social
- Which skill gives the ability to analyze and diagnose a situation and find the cause and effect?
 - Technical skill
 - Human Relation skill
 - Conceptual skill
 - Interpersonal skill
- Which approach is concerned with *interpersonal relations* and *group behavior*?
 - Case Approach
 - Group Behaviour Approach
 - Interpersonal Behaviour Approach
 - Cooperative Social System Approach
- _____ are unlike procedure, guide action without specifying a time sequence.
 - Procedure
 - Program
 - Rules
 - Policies
- Which step of the Planning Process considers various 'Planning Premises'?
 - Step-1
 - Step-2
 - Step-3
 - Step-4
- Which is not an advantage of Flat Organisation Structure?
 - Superiors are forced to delegate
 - Get close supervision
 - Sub-ordinates must be clearly selected
 - Clear policies must be made
- If subordinates are very willing to take responsibility, then the span of control can be _____.
 - More
 - Less
 - Tall
 - None above

10. _____ means various units must be put back together so that work is coordinated.
- | | |
|--------------------|----------------------|
| a. Differentiation | b. Common objectives |
| c. Integration | d. Division of work |
11. 'To get good direction, a subordinate must get order from one superior only'- this is known as _____.
- | | |
|----------------------------|-----------------------|
| a. Efficient communication | b. Unity of Command |
| c. Direct Supervision | d. Unity of objective |
12. Which type of control takes place after an action is completed?
- | | |
|-----------------------|------------------------|
| a. Concurrent control | b. Steering Control |
| c. Feedback control | d. Preliminary Control |
13. Which Control technique divide the enterprise programs into packages composed of goals, activities and needed resources and then to calculate cost for each package?
- | | |
|--------------|------------------------|
| a. Budgeting | b. Zero-base Budgeting |
| c. PERT | d. Special Report |
14. Which is not an organizational Force?
- | | |
|---------------------|---------------|
| a. People/employees | b. Structure |
| c. Tax policy | d. Technology |
15. _____ focus on the influence of people with one another.
- | | |
|-----------------|----------------------|
| a. Psychology | b. Sociology |
| c. Anthropology | d. Social Psychology |
16. Which is a component of 'Nature of Organisation'?
- | | |
|---------------------------|------------------------|
| a. Mutual Interest | b. Value of the person |
| c. Individual Differences | d. Motivated Behaviour |
17. '*Individual Learning*' is a _____ level factor on Basic OB Model stage II.
- | | |
|-------------------------|---------------------|
| a. Organizational level | b. Group level |
| c. Social level | d. Individual level |
18. Which sub-factor of Perception Process does not influence the 'Perceiver'?
- | | |
|-------------|--------------|
| a. Motive | b. Attitude |
| c. Interest | d. Proximity |
19. It is the _____ value where a person gives importance to '*Power*'?
- | | |
|--------------|-------------|
| a. Religion | b. Social |
| c. Political | d. Economic |
20. Which component of Attitude is an element of '*Feeling*'?
- | | |
|--------------------------|-------------------------|
| a. Cognitive component | b. Effective component |
| c. Behavioural component | d. Persuasive component |

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(Descriptive)

Time : 2 Hr. 30 Mins.

Marks : 50

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

1. Define 'Management' & 'Management Process'. What are the different levels of management exist in an organization? Explain any five, functions of Top Level Management. 1+1+3+5=10
2. What do you understand by Managerial Role? 'Managers need to perform various roles related to Informational & Decisional' Explain. 2+4+4=10
3. What do you understand by MBO? Explain characteristics of MBO. Write any three advantages and three disadvantages of MBO. 1+3+3+3=10
4. a) Define *Organizing*. Explain the process of Organizing. 5+5=10
b) Explain any five factors that influence the '*Span of Control*'.
5. What do you understand by the last management function '*Controlling*'. Write the Controlling Process. Write any three requirements of effective Control. 2+5+3=10
6. a) Define '*Staffing*'. Explain the Sub-functions of Staffing' 5+5=10
b) '*Co-ordination should start in the early stage*'- Justify
7. a) What do you understand by '*Organization Behaviour*'? Explain any four components come under '*Nature of People*' in organization. 5+5=10
b) '*There exist many challenges and opportunities for OB*'- Justify.
8. a) Define *Personality*. Write about various factors that influence Personality of an individual. 5+5=10
b) '*There are six steps in Perception Process*'- Explain.

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