

**MBA
FIRST SEMESTER
MANAGEMENT PROCESS & ORGANIZATIONAL BEHAVIOR
MBA – 101**

**SET
C**

[USE OMR FOR OBJECTIVE PART]

Duration: 3 hrs.

Full Marks: 70

Time: 20 min.

Marks: 20

(Objective)

Choose the correct answer from the following:

1×20=20

1. If an organisation has very sophisticated communication technique, then the organisation can have _____ organisation structure.
 - a. Tall
 - b. None
 - c. Flat
 - d. Both of them
2. If there is non-availability of Self-directed team, then manager can have _____ span of control.
 - a. More
 - b. Less
 - c. None of them
 - d. Both of them
3. Which is not an advantage of Tall organisation structure?
 - a. Get close supervision
 - b. Get close control
 - c. Fast communication between superior & subordinates
 - d. Sub-ordinates must be clearly selected
4. Which function does not come under 'Organizing'?
 - a. Divide up the work
 - b. Ensure result
 - c. Arrange resources
 - d. Co-ordinate various activities
5. Which is not a characteristics of Planning?
 - a. Decision making is not an Integral part
 - b. Continuous Process
 - c. Pervasiveness of Planning
 - d. Intellectual Process
6. _____ approach is concerned with *interpersonal relations and group behavior*.
 - a. Interpersonal behaviour Approach
 - b. Group behaviour Approach
 - c. Cooperative Social System Approach
 - d. Decision Theory Approach

7. Which is not an organizational objective?
 - a. Survival of the business so that it can continue its functioning
 - b. Growth and expansion of the enterprise
 - c. Improving the goodwill or the reputation of the organization
 - d. Reasonable working conditions
8. Which managerial skill is necessary to analyze and diagnose a situation and find the cause and effect?
 - a. Technical Skill
 - b. Interpersonal Skill
 - c. Human Relation Skill
 - d. Conceptual Skill
9. '_____ build efficient staff & executive and give them reward and penalty'.
 - a. Top level management
 - b. Lower level management
 - c. Middle level management
 - d. None above
10. 'A desired future condition that the organization seeks to achieve' is called _____.
 - a. Effectiveness
 - b. Goal
 - c. Productivity
 - d. Efficiency
11. Which is not a type of Control Technique?
 - a. Budgeting
 - b. Personal Observation
 - c. Promotion
 - d. Special Report
12. 'To get good direction, a subordinate must get order from one superior only' - this is known as _____.
 - a. Unity of command
 - b. Unity of objective
 - c. Efficient communication
 - d. Direct supervision
13. _____ is a time event network technique.
 - a. Budgeting
 - b. PERT
 - c. Zero-base budgeting
 - d. None above
14. _____ is the studies of Societies to learn about human beings.
 - a. Sociology
 - b. Psychology
 - c. Anthropology
 - d. Social Psychology
15. _____ is a feeling of ownership towards the organization.
 - a. Citizenship
 - b. Job satisfaction
 - c. Turnover
 - d. None above

16. 'Mutual ethics' is a component of _____
 - a. Nature of organization
 - b. Nature of people
 - c. Nature of system
 - d. None above
17. 'Adaptive & stability' are the behavior of a person due to the existence of _____ personality trait.
 - a. Warmth
 - b. Reasoning
 - c. Liveliness
 - d. Emotional stability
18. 'If a person is having personality trait 'Dominance', he will not have _____ behaviour?
 - a. Assertive
 - b. Enthusiastic
 - c. Agreesive
 - d. Compititive
19. _____ is a components of Attitude related to 'Feelings'
 - a. Behavioral
 - b. Cognitive
 - c. Effective
 - d. Intellectual
20. It is _____ value where a person gives value to money and other resources.
 - a. Aesthetic
 - b. Religion
 - c. Political
 - d. Economic

Year	1990	1991	1992	1993	1994	1995	1996	1997	1998	1999	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028	2029	2030	2031	2032	2033	2034	2035	2036	2037	2038	2039	2040	2041	2042	2043	2044	2045	2046	2047	2048	2049	2050	2051	2052	2053	2054	2055	2056	2057	2058	2059	2060	2061	2062	2063	2064	2065	2066	2067	2068	2069	2070	2071	2072	2073	2074	2075	2076	2077	2078	2079	2080	2081	2082	2083	2084	2085	2086	2087	2088	2089	2090	2091	2092	2093	2094	2095	2096	2097	2098	2099
1990	1991	1992	1993	1994	1995	1996	1997	1998	1999	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028	2029	2030	2031	2032	2033	2034	2035	2036	2037	2038	2039	2040	2041	2042	2043	2044	2045	2046	2047	2048	2049	2050	2051	2052	2053	2054	2055	2056	2057	2058	2059	2060	2061	2062	2063	2064	2065	2066	2067	2068	2069	2070	2071	2072	2073	2074	2075	2076	2077	2078	2079	2080	2081	2082	2083	2084	2085	2086	2087	2088	2089	2090	2091	2092	2093	2094	2095	2096	2097	2098	2099	

(Descriptive)

Time: 2 hr. 40 mins.

Marks: 50

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

1. Define Management and Organisation. Explain any three characteristics of Management. Mention three different levels of Management that found in an organisation. Explain any four functions of top level management in an organisation. 2+3+2+3=10
2. What do you understand by Managerial Role? Explain various categories and types of managerial roles. 2+8=10
3. What do you understand by "Management by Objectives"? Write the characteristics of MBO. Explain any three benefits and three weaknesses of MBO 1+3+3+3=10
4. What do you understand by 'Organising' function of Management? Explain the process of Organising. Write any four characteristics of Formal Organisation. 2+4+4=10
5. a. Define Staffing. Explain various significance of Staffing. Mention any four sub-functions of Staffing. 1+3+2=6
b. Explain two advantages and two disadvantages of planning. 2+2=4
6. What do you understand by Controlling? Explain the process of Controlling. Write shortly on different types of Controlling. 1+6+3=10
7. Define Organizational Behavior. 'There exist an OB model based on Dependent & Independent factors' Explain that model with the help of diagrammatic representation. 2+8=10
8. What do you mean by 'Perception'? Explain the Perception Process. Write various factors and sub-factors of Perception Process. 1+5+4=10
