

**MASTER OF BUSINESS ADMINISTRATION
FIRST SEMESTER
MANAGEMENT PROCESS & ORGANIZATIONAL BEHAVIOR
MBA-101**

(Use separate answer scripts for Objective & Descriptive)

Duration : 3 hrs.

Full Marks : 70

[PART-A : Objective]

Time : 20 min.

Marks : 20

Choose the correct answer from the following:

1x20=20

1. Which is not a function of top level management in an organization?
 - a. Determine the goal/objective of the company.
 - b. Make the policy of the organization.
 - c. Give instructions to workers.
 - d. Take decision regarding mobilization of resources.
2. Which feature of management does not support 'Management as a Science'?
 - a. Has specific body of knowledge.
 - b. General principles are capable of universal applicable.
 - c. Establish cause and effect relationship.
 - d. Improvement through continuous practice.
3. Which approach is based on Individual Psychology?
 - a. Group Behavior Approach
 - b. Interpersonal Behavior Approach
 - c. Co-operative Social System Approach
 - d. System Approach
4. 'To link and co-ordinate people inside and outside the organization to help achieve goals' is known as _____ role.
 - a. Leader
 - b. Problem handler
 - c. Liasion
 - d. Entrepreneur
5. 'Planning day to day activity' - is a responsibility of _____ management.
 - a. Top level
 - b. Middle level
 - c. Lower level
 - d. None above
6. Which managerial role does not come under informational role?
 - a. Entrepreneur
 - b. Monitor
 - c. Spokes person
 - d. Dessiminator
7. Which is not a significance of Planning?
 - a. To minimize the risk & uncertainty
 - b. To focus attention on organizational goal
 - c. To control the external environment
 - d. To secure economy of operation
8. Which function does not come under 'Organizing'?
 - a. Divide up the work
 - b. Ensure result
 - c. Arrange resources
 - d. Co-ordinate various activities
9. When the work is repetitive in nature, the span of control can be _____.
 - a. More
 - b. Less
 - c. None
 - d. Both

10. It is _____ value where a person gives value to nature and its beauty.
- Economic
 - Religion
 - Political
 - Aesthetic
11. Which sub-function does not come under 'Staffing'?
- Selection
 - Recruitment
 - Leadership
 - Performance Appraisal
12. _____ is a component of Attitude related to feelings.
- Behavioral
 - Cognitive
 - Effective
 - Intellectual
13. The skill which is necessary to make plans, policy, decision, strategy etc. is known as _____.
- Human Relation Skill
 - Technical Skill
 - Physical Skill
 - Conceptual Skill
14. Which is not a type of Control Technique?
- Budgeting
 - Personal Observation
 - Promotion
 - Special Report
15. 'To get good direction, a subordinate must get order from one superior only'- this is known as _____.
- Unity of command
 - Unity of objective
 - Efficient communication
 - Direct supervision
16. _____ is a time event network technique.
- Budgeting
 - PERT
 - Zero-base budgeting
 - None above
17. _____ is the study of societies to learn about human beings.
- Sociology
 - Psychology
 - Social Psychology
 - Anthropology
18. 'Motivation' is an organization behavioral factor that comes under _____ level.
- Individual
 - Group
 - Organizational
 - Social
19. Which is not a factor of 'Personality'?
- Family
 - Society
 - Money
 - Culture
20. 'Cheerful & Enthusiastic' are the behavior of a person due to the existence of _____ personality trait.
- Warmth
 - Reasoning
 - Sensitivity
 - Liveliness

== ** ==

(PART-B : Descriptive)

Time : 2 hrs. 40 min.

Marks : 50

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

- Define Management and Management Process. Write any six characteristics of Management. Justify- 'Managers are tangible, but Management Process is intangible'. 2+2+3+3=10
- What is managerial skill? Explain different types of managerial skills. Show the requirement of different types of managerial skills by different levels of management with the help of a diagram. Define the various 'roles' that come under Interpersonal role category. 1+2+4+3=10
- 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
- Define Planning. Explain the steps of Planning Process of an organization. 'Efficiency, Economy and Accuracy of planning is very important' -Justify. 1+5+4=10
- What do you understand by 'Span of Control'? Explain any five factors that influence Span of Control in an organization. Draw and show the two types of organizational structure based on span of control. 1+5+4=10
- Define 'Staffing' and 'Directing'. Write the characteristics of 'Directing'. 'It is very important for an organization to do Staffing properly to achieve various advantages and thereby organizational objectives'- Justify 1+1+4+4=10
- Define Organizational Behavior. Write the contributing discipline of OB along with its few factors. Explain the challenges and opportunities of OB in today's situation. 1+5+4=10
- What do you mean by 'Perception'? Explain the process of Perception and mention various factors and sub-factors that influence perception process. 1+5+4=10

== *** ==