MASTER OF BUSINESS ADMINISTRATION FIRST SEMESTER HUMAN RESOURCE MANAGEMENT-I MBA-103

(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: $i \times 20 = 20$ 1. Which of the following is not a stage of Group formation? a. Adhesiveness b. Storming c. Norming d. Adjourning 2. Which of the following is not an example of Extrinsic Motivational factor? a. Recognition b. Award c. Incentive d. Promotion 3. The style of leadership where complete freedom of operation is given is called...... a. Laissez Fair b. Participative c. Autocratic d. None of the above 4. If the followers are able and unwilling then the leader will have to use the: a. Situational style b. Participative style c. Strategic style d. Authoritarian style 5. Which of the following is known as Father of Human Relation Approach? a. F.W Taylor b. Henry Favol c. Robert Owen d. Elton Mayo 6. Policy means..... b. Rules a. Guidelines c. Programmes d. Terms and conditions 7. In the phase of 'Latent Conflict', which of the following symptom is visible between the two parties? a. Conflict can be visible b. Conflict cannot be visible c. The conflicting parties go for compromise d. None of the above 8. Which of the following is the highest level of need according to the Maslow's Need Hierarchy Theory? a. Physiological Need b. Sociological Need c. Self Actualization Need d. Safety Need 9. Which of the following is correct with "Open Quadrant" of Johani window of Transactional Analysis? a. Information known to self and Information not known to others. b. Information known to self and Information known to others. c. Information not known to self and Information known to others.

d. Information not known to self and Information not known to others.

10.	Which of the following is not a technique of a. Grievance management c. Compromise	of Conflict management? b. Leadership Design d. Negotiation
11.	Which of the following factor decreases Gra. Informal c. Large group size	oup Cohesiveness? b. Care d. All of the above
12.	Which of the following is correct with 'Fur a. It is one principle of Henry Fayol. b. It is one principle of Scientific managen c. It is one technique of Scientific managed d. None of the above.	nent.
13.	'Individual workers work across team and correct with which of the following organi a. Line Structure c. Divisional structure	
14.	Which of the following is not an operative a. Procurement c. Change agent	function of personnel Management? b. Training and Development d. Compensation
15.	 Which of the following is correct with 'Unity of command'? a. Each employee should receive orders from one boss only. b. There should be one boss for one set of operations for same objective. c. Both 'a' & 'b'. d. Neither 'a' & 'b'. 	
16.	Which of the following is an element of Se a. Faulty translation c. Lack of knowledge	mantic barrier of communication? b. Rules and policies d. None of the above
17.	Job Enlargement means	b. Horizontal adding of jobsd. Informal adding of jobs
18.	Leadership traits are not completely inborand experience-this is the concept of which a. Charismatic theory c. Trait Theory	
19.	In Vroom's Expectancy theory of Motivatia. Need for Achievement c. Need for Power	on, which is the highest level of need? b. Need for Self Actualization d. Need for Affiliation
20.	 Which of the following is correct with Leadership concept? a. Leader roles are unnecessary in organisations where self-leadership approach is used. b. The military model of leadership will become more popular. c. Due to decentralized structure the need for leaders will decrease. d. It is likely that a particular set of leader characteristics and behaviours do suit 	
	specific situations and groups.	* = =

(PART-B: Descriptive)

Time: 2 hrs. 40 min. Marks: 50

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

1.	What do you mean by Motivation? Explain the Vroom's Expectancy theory of Motivation.	2+8=10
2.	Briefly explain the Communication process. Discuss the different barriers of communication very briefly.	5+5=10
3.	Define Human Resource Management. Discuss the different functions of Personnel management.	1+9=10
4.	What do you mean by Leadership? Explain the different leadership styles.	2+8=10
5.	Mention any three principles of Scientific Management. Discuss any ten (10) principles of Henry Fayol.	2+8=10
6.	Explain the Negotiation process. Discuss the different Conflict management techniques which organisations follow in their formal setup.	10
7.	Explain the different stages of Group Development. Discuss the different levels of Conflict.	5+5=10
8.	Discuss the different Organisational Designs that normally organisation follows.	10

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