

(6 pages)

Reg. No. :

Code No. : 7506

**Sub. Code : KBAM 11/
PBAM 11**

M.B.A.(CBCS) DEGREE EXAMINATION,
NOVEMBER 2020.

First Semester

Business Administration

Management Theory, Process and Organizational
Behaviour

(For those who joined in July 2016 and afterwards)

Time : Three hours

Maximum : 75 marks

PART A — (10 × 1 = 10 marks)

Answer ALL questions.

Choose the correct answer :

1. _____ is the process of getting activities completed and effectively with and through other people
 - (a) Leading
 - (b) Management
 - (c) Supervision
 - (d) Controlling

2. Direction is a managerial function performed by
- (a) Top level management
 - (b) Middle level management
 - (c) Lower level management
 - (d) Subordinates
3. The selection of best alternative from many alternatives is known as _____
- (a) Selection
 - (b) Decision - making
 - (c) Organizing
 - (d) Budgeting
4. An organization is _____
- (a) The physical location where people work
 - (b) A collection of individuals working for the same company
 - (c) A deliberate arrangement of people to accomplish specific purpose.
 - (d) A group of individuals focused on profit-making for their shareholders.
5. Participation, recognition and power are some of the examples of _____
- (a) Financial motivation
 - (b) Non-financial motivation
 - (c) Extrinsic motivation
 - (d) Intrinsic motivation

6. Fixation of standards, measurement of performance, comparison, and correction of deviation are the steps in.
- (a) Planning (b) Organizing
(c) Staffing (d) Control process
7. Decision making helps in the smooth function of the _____
- (a) Business (b) Staffing
(c) Organization (d) Planning
8. Choosing the right person for the right job is _____
- (a) Organizing (b) Recruitment
(c) Selection (d) Planning
9. The last function of management is _____
- (a) Planning (b) Organizing
(c) Controlling (d) Staffing
10. Leadership theory which explain the characteristics required for an effective leader is
- (a) Followers theory
(b) Trait theory
(c) Situational theory
(d) Managerial theory

PART B — (5 × 5 = 25 marks)

Answer ALL questions, choosing either (a) or (b).

Each answer should not exceed 250 words.

11. (a) Describe the important skills of a management

Or

- (b) Mention the various steps involved in planning.

12. (a) What do you understand by departmentation? Bring out its importance.

Or

- (b) Explain the important sources of recruitment for managers.

13. (a) Write a detailed note on values and beliefs in an organisation.

Or

- (b) Distinguish between Autocratic leader and Democratic leader.

14. (a) Explain the concepts of motivation.

Or

- (b) Write about various motivational programmes within organisation.

15. (a) What are the characteristics of an effective control system.

Or

- (b) Write a detailed note on 'Social responsibility of business.'

PART C — (5 × 8 = 40 marks)

Answer ALL questions, choosing either (a) or (b)

Each answer should not exceed 600 words.

16. (a) Discuss about significance of planning.

Or

- (b) Briefly explain the impotent elements of planning.

17. (a) Explain the features of Line and Staff organisation relationship.

Or

- (b) What are the various methods of appraisal of performance of managers?

18. (a) Briefly explain the importance of group behavior.

Or

- (b) Discuss about various leadership theories.

19. (a) What are the steps involved in directing? Explain.

Or

- (b) Explain briefly significance of motivation in an organisation.

20. (a) Explain briefly the various of control techniques.

Or

- (b) Case Study:

Anubhav has set up an export house after completing his masters in fashion designing. As the quality of the garment depends on the quality of raw materials used, he assures that the fabric meets the requirements by conducting a series of tests for the fabrics like shrinkage test, testing colour fastness to washing, colour fastness to light, colour fastness to perspiration etc. through laboratory tests. Later on, at the production areas, fabric inspection is also conducted by stopping the production process. The tests help to detect the deviations and also take corrective action. Moreover, the ensures that complete training about production work was given to every worker at the time of joining his export house.

In context of the above case:

- (i) Identify the function of management being performed by Anubhav by conducting tests to assure for the quality of the garments manufactured in his export house.
- (ii) Briefly explain the term 'deviations'.
- (iii) Give any three advantage of giving training to the employees.