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Reg. No. :

Code No. : 8939

Sub. Code : HBAM 11

M.B.A. (CBCS) DEGREE EXAMINATION,
NOVEMBER 2014.

First Semester

Business Administration

MANAGEMENT THEORY AND ORGANISATIONAL
BEHAVIOUR

(For those who joined in July 2012 onwards)

Time : Three hours

Maximum : 75 marks

PART A — (10 × 1 = 10 marks)

Answer ALL questions.

Choose the correct answer :

1. The father of modern management is _____.
(a) Fayol (b) Taylor
(c) Mayo (d) Gilbreth
2. The managerial roles approach is the contribution of _____.
(a) Mintzberg (b) Mayo
(c) Fayol (d) Taylor

3. Grouping of activities by enterprise function is called _____ departmentation.
(a) Function (b) Territory
(c) Geography (d) Product
4. _____ is a negative process.
(a) Selection (b) Recruitment
(c) Induction (d) Training
5. _____ leader uses very little power and gives high degree of independence to subordinates.
(a) Free rein (b) Autocratic
(c) Democratic (d) Participative
6. In the managerial grid approach, _____ is called autocratic task managers.
(a) (9,1) (b) (1,9)
(c) (9,9) (d) (5,5)
7. Need theory was proposed by _____.
(a) Maslow (b) Mayo
(c) Mc Gregor (d) V room



8. V room's theory was called _____ theory of motivation.

- (a) Expectancy (b) Valence
(c) Force (d) Need

9. Quality circles was emerged from _____.

- (a) Japan (b) China
(c) USA (d) U.K

10. Social responsibilities of the businessman was authored by

- (a) Bowen (b) Taylor
(c) Fayol (d) Mayo

PART B — (5 × 5 = 25 marks)

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

Each answer should not exceed 250 words.

11. (a) What are strategies and policies?

Or

(b) Explain the purpose of planning process.

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12. (a) Why do we need organisations?

Or

(b) What are the advantages of appraisal system?

13. (a) What are values and beliefs?

Or

(b) Explain the types of power.

14. (a) Discuss the concept of motivation.

Or

(b) Outline the significance of direction.

15. (a) Why do we need control element in organisations?

Or

(b) Write a note on technology enhanced management.

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PART C — (5 × 8 = 40 marks)

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

Each answer should not exceed 600 words.

16. (a) Explain the steps in planning process.

Or

- (b) Discuss the role of managers in organisations.

17. (a) Explain the line and staff relationship.

Or

- (b) Outline the process of recruitment and selection.

18. (a) How will you manage conflict in organisations?

Or

- (b) Discuss the importance of culture in organisations.

19. (a) Discuss the significance of direction.

Or

- (b) Explain the content perspective on motivation.

20. (a) Discuss the characteristics of quality circle.

Or

- (b) Explain the techniques of control.

