END TERM EXAMINATION
FIRST SEMESTER [MBA] DECEMBER - 2012

Paper Code: MS 101/MS(FM) 101/MSP 101
Subject: Management Process & Organization Behaviour (old/New)
Time : 3 Hours Maximum Marks : 60

Note: Attempt any five questions in all including Q.No. 1 which is compulsory.

Q1. Beginning each quarter, CEO of a company meets his subordinates to discuss plans and objectives for that particular quarter. Once an agreement is reached, the objectives are written down in terms of verifiable goals. Then, the subordinates are left free to pursue their objectives as laid down. Plans and objectives are determined within the company's long-term objectives. During the quarter, CEO advises, coaches and assists the subordinates in achieving their objectives and goals. After the quarter, a meeting is convened, whereas the performance is measured against the previously set objectives.

Answer the following questions: (7+7+6)
(a) Did the CEO set the goals/objectives in the best possible way? Was he right in deciding plan and objectives in consultation with his subordinates?
(b) The subordinates were left free to pursue their objectives. Was the CEO confident about the maturity level of the subordinates? In case you were the CEO of the company would you have done the same?
(c) Do you agree that the objectives can be translated into verifiable goals? Do you really need goal specificity?

Q2. "The basic task of a manager is to transform the inputs in an effective and efficient manner into outputs". Discuss in detail, highlighting the impact of external variables on managerial transformation process.

Or
"The combining of functional and project or product patterns of departmentation in the same organization is Matrix Organisation" Comment. Illustrate by means of a suitable diagram. Mention the types of organizations in which Matrix Organization is normally used. (10)

Q3. "A camel is a horse invented by a committee" Discuss. Why are committees criticized for their functioning? Identify the activities that can be undertaken most effectively by a committee organization.

Or
"Do you agree that high degree of cohesiveness in groups leads to higher productivity" Comment. Also state as to how high degree of cohesiveness can be achieved? (10)

Q4. Models like Blake and Mouton's 'Managerial Grid' has been useful for highlighting multiple dimensions of leadership" Comment. Normally leaders see themselves as 9-9 leader. Can a leader shift to any back up style in case of need?

Or
According to Vroom, motivation is a product of three factors- valence, expectancy and instrumentality". Explain. You believe that one of your employees has excellent potential for promotion and want to encourage him to prepare for it. How would you use Vroom's Expectancy model for the purpose? (10)

Q5. Discuss how stress and job performance are related? Discuss five major sources of stress in your life during a last three years. What steps did you take to overcome them?

Or
"Perception is a process of input-throughput-output analysis" Comment. Give some examples of perceptual sets from work settings. (10)

Q6. Write short notes on any two of the following: (5x2=10)
(a) Types of Informal Groups
(b) Characteristics of effective communication
(c) Levels of conflicts in an organization
(d) Relationship between planning and control

www.onlineseva.net