

(Please write your Roll No. immediately)

Roll No.

END - TERM EXAMINATION

FOURTH SEMESTER [MCA] – MAY-JUNE 2006

Paper Code: MCA-210
Paper ID: 44210

Subject: Organizational Behaviour

Time: 3 Hours

Maximum Marks: 60

Note: Q. 1 is compulsory and carries 20 marks. The rest of the paper is divided into four units. Attempt one question from each unit. Each questions (from 2 to 9) carries 10 marks

- Q1. Attempt any ten of the following in not more 50 words. **(2 x 10 = 20)**
- (a) Define Management
 - (b) What do you mean by managerial skills?
 - (c) What is meant by MBO?
 - (d) Briefly describe two advantages of group decision making.
 - (e) What do you mean by brain storming?
 - (f) What is budget?
 - (g) Define learning.
 - (h) What are the determinants of Human Personality?
 - (i) Is conflict always dysfunctional? Explain.
 - (j) What is distress?
 - (k) Define values
 - (l) Enlist five needs as per the Maslow's Need Hierarchy.

UNIT-I

- Q2. How will you classify the levels of management in an organization? Describe the functions performed by different levels of management. Also describe the tasks and responsibilities of a professional manager.
- Q3. "Management is regarded as an art by some, science by others and in exact science by many more. The truth seems to be somewhere in between." In the light of this statement explain the exact nature of management.

UNIT -II

- Q4. Define planning. Discuss the process of planning in details.
- Q5. "Control is a fundamental function that ensures work accomplishment according to plan." Analyze this statement and outline the various steps involved in the control process.

UNIT-III

- Q6. Discuss the features of functional organization structure. What are its benefits and limitations? Discuss the situation under which it is more suitable.
- Q7. What do you mean by Managerial communication? Discuss the steps for making managerial communication effective in an organization.

UNIT-IV

- Q8. Define perception and discuss the factors influencing perception.
- Q9. What is organizational conflict? Discuss its nature and causes. Also describe the conflict management techniques.
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