

THE KAVERY ENGINEERING COLLEGE
(An Autonomous Institution)

MBA DEGREE END SEMESTER THEORY EXAMINATIONS, NOV /DEC 2024

First Semester

Master Business Administration

PMBT2402/BA4102- Management Concepts and Organizational Behavior

Common to Regulations – 2021 & 2024

Duration : 3 Hrs

Maximum : 100 Marks

PART – A (ANSWER ALL QUESTIONS) (Marks 10*2=20)

Q.No	Questions	BLT	CO	Marks
1.	Define scientific management.	RE	1	2
2.	List the functions of a manager.	UN	1	2
3.	Define MBO.	RE	2	2
4.	Describe the steps of decision making process.	UN	2	2
5.	What are the barriers to communication?	UN	3	2
6.	Highlight any three importance of beliefs.	UN	3	2
7.	Explain the various leadership styles.	UN	4	2
8.	State the importance of organizational climate.	UN	4	2
9.	Discuss Indian style management.	UN	5	2
10.	Give any two objectives of IHRM.	RE	5	2

PART – B (ANSWER ALL QUESTIONS) (Marks 5*13 = 65)

Q.No	Questions	BLT	CO	Marks
11.	a i “Is Management Art or Science”. Justify your answer.	AP	1	7
	ii Distinguish between management and administration.	AP	1	6
	Or			
	b Explain the contribution of F.W.Taylor towards management in current era.	AP	1	13
12.	a Planning and control are often thought of as a system; control is also often referred to a system. What do these observations mean? Can both the statements be true? Discuss.	AN	2	13
	Or			
	b Define organization structure. Examine the various types of organization structures.	AN	2	13
13.	a Describe the strength and weaknesses of the Myers Briggs Type Indicator (MBTI) personality frame work and the big five model.	UN	3	13
	Or			
	b i Explain the process of communication.	UN	3	5
	ii What are the barriers of communication and How to make effective communication?	UN	3	8

14.	a	Define conflict. How do you manage conflict in organization? Discuss.	UN	4	13
		Or			
	b	Discuss OD techniques. State the process of organizational development.	UN	4	13
15.	a	How do you manage technology and Innovation? Discuss.	UN	5	13
		Or			
	b	Explain managing international workforce. Discuss the factor influencing IHRM.	UN	5	13

*PART – C (Marks 1*15 = 15)*

<i>Q.No</i>		<i>Questions</i>	<i>BLT</i>	<i>CO</i>	<i>Marks</i>
16.	a	In 2008 when recession struck most of the organization, many people not only lost their job but also the loyalty and belongingness they had from their company. Steve was also one of this many people. Steve had been part of Orange.inc from day one and served ten years, but because of recession Organge.inc had been through some hard times and even after honest efforts from employers and employees they shut down. Fortunately, Steve work experience had made finding another job fairly easy and he joined MacroSoft Pvt Ltd. The working culture of both the organization is as different as it could get. MacroSoft was a bigger organization than Orange.inc and was structured much more bureaucratically. In MacroSoft no one was allowed to make any sort of decision without getting three signatures from higher up where as in Orange.inc top managers apparently didn't worry too much about who took decision until and unless it is good and beneficial for the organization. In Orange.inc everybody knew everybody top to bottom, work of each employee were appreciated and recognized but in MacroSoft employees were indifferent to each other. Steve even felt that his peers resent him as he was directly employed at the level which took them years to reach. Sitting at his desk Steve wonder if perhaps he had made a mistake in accepting the MacroSoft offer without finding out more about what kind of organization it is.	AN	5	15
		i. Describe the organizational culture of MacroSoft? (5)			
		ii. The climate of Macrosoft need to change, if yes discuss the changing process of an organization? (10)			
		Or			
	b i	Analyze the role of effective cross-cultural communication in fostering diversity within organizations.	AN	5	9
	ii	Examine how can organizations implement strategies to improve communication.	AN	5	6