

Total No. of Questions: 6

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Enrollment No.....



Faculty of Commerce/Management

End Sem (Odd) Examination Dec-2018

CM3CO01/MS3CO01

Principles of Management and Organisational Behaviour

Programme: B.Com.(Hons) / BBA Branch/Specialisation: Commerce/  
Management / DM

Duration: 3 Hrs.

Maximum Marks: 60

Note: All questions are compulsory. Internal choices, if any, are indicated. Answers of Q.1 (MCQs) should be written in full instead of only A, B, C or D.

- Q.1 i. Management is said to be the combination of three factors, arts, science and the third is **1**  
(a) Profession (b) Authority  
(c) Communication (d) None of these
- ii. Management as a discipline is the function of \_\_\_\_\_. **1**  
(a) Science (b) Art (c) Creativity (d) All of these
- iii. Which of this is not mentioned in decision-making matrix? **1**  
(a) Analytic (b) Behavioural  
(c) Directive (d) Performance management
- iv. \_\_\_\_\_ reduces uncertainty. **1**  
(a) Negotiating (b) Planning  
(c) Organizing (d) Leading
- v. Centralisation refers to \_\_\_\_\_. **1**  
(a) Retention of decision making authority  
(b) Dispersal of decision making authority  
(c) Creating divisions as profit centres  
(d) Opening new centres or branches

P.T.O.

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- vi. Which management concept suggests that low-importance decision be handled by subordinates, so that managers can focus on high importance decisions? **1**  
(a) Management by Objective  
(b) Management by Exception  
(c) Participatory Management  
(d) Inclusionary Management
- vii. Seema desires for friendship, love, and a sense of belonging, we can say that she fulfils the **1**  
(a) Physical Need (b) Self Actualization  
(c) Social Need (d) Esteem
- viii. The following is (are) the element(s) of control. **1**  
(a) Authority and knowledge (b) Guidance and direction  
(c) Constraint and restraint (d) All of these
- ix. Organization Behaviour is **1**  
(a) An interdisciplinary approach  
(b) A humanistic approach  
(c) Total system approach  
(d) All of these
- x. A study of human behaviour in organizational settings is **1**  
(a) Individual behaviour (b) Group behaviour  
(c) Organizational behaviour (d) None of these
- Q.2 i. Define management and explain its scope. **4**  
ii. Explain the term PODSCORB. **6**  
OR iii. State the difference between management and administration. **6**
- Q.3 i. Explain the importance of planning. **4**  
ii. What are policies and procedures? Explain the types of policies. **6**  
OR iii. Explain the process of decision making? **6**
- Q.4 i. Explain the process of delegation with a diagram. **4**  
ii. Briefly explain the steps involved in Manpower Planning. **6**  
OR iii. What are the steps in the process of organising? Explain. **6**

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- Q.5 i. What are the requirements of an effective control system? **4**  
ii. Explain the principles of direction function of management. **6**  
OR iii. Compare Maslow's Need Hierarchy theory with Herzberg's Two-Factor theory of motivation. **6**
- Q.6 Attempt any two:  
i. Briefly explain the nature of organisational behaviour. **5**  
ii. What are the different approaches to study organisational behaviour? **5**  
iii. What are the different models of organisational behaviour? **5**

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Principles of Management and Organizational Behaviour

Marking Scheme

Q.1	i.	Management is said to be the combination of three factors, arts, science and the third is____.		<b>1</b>
		(a) Profession		
	ii.	Management as a discipline is the function of_____.		<b>1</b>
		(c) Creativity		
	iii.	Which of this is not mentioned in decision-making matrix?		<b>1</b>
		(d) Performance management		
	iv.	_____ reduces uncertainty.		<b>1</b>
		(b) Planning		
	v.	Centralisation refers to_____.		<b>1</b>
		(a) retention of decision making authority		
	vi.	Which management concept suggests that low-importance decisions be handled by subordinates, so that managers can focus on high-importance decisions?		<b>1</b>
		(b) Management by Exception		
	vii.	Seema desires for friendship, love, and a sense of belonging, we can say that she fulfils the_____.		<b>1</b>
		(c) Social Need		
	viii.	The following is (are) the element(s) of control.		<b>1</b>
		(d) All of the above		
	ix.	Organization Behaviour is		<b>1</b>
		(d) All of these		
	x.	A study of human behaviour in organizational settings is		<b>1</b>
		(c) Organizational behaviour		
Q.2	i.	Define management	1 mark	<b>4</b>
		Scope	3 marks	
	ii.	PODSCORB –	(1 mark * 6)	<b>6</b>
OR	iii.	Difference between management and administration –		<b>6</b>
		Any Six Difference	(1 mark * 6)	
Q.3	i.	Importance of Planning -	(1 mark * 4)	<b>4</b>
	ii.	Policies	1 mark	<b>6</b>
		Procedures	1 mark	
		Types of Policies	(1 mark * 4)	

OR	iii.	Process of decision making - diagram	1 mark	<b>6</b>
		Process	5 marks	
Q.4	i.	Process of delegation		<b>4</b>
		4 Steps Process	(1 mark * 4)	
	ii.	Steps of Manpower Planning –		<b>6</b>
		Diagram	1 mark	
		Steps	5 marks	
OR	iii.	Process of organising –		<b>6</b>
		Diagram	1 mark	
		Process	5 marks	
Q.5	i.	Requirements of an effective control system		<b>4</b>
	ii.	Principles of direction –	(1 mark * 6)	<b>6</b>
OR	iii.	Comparison of Maslow’s and Herzberg’s theory of motivation -		<b>6</b>
		Diagram	1 mark	
		Explanation = (2.5 marks * 2)	5 marks	
Q.6		Attempt any two:		
	i.	Nature of organisational behaviour –	(1 mark * 5)	<b>5</b>
	ii.	Approaches to study OB –	(1.25 mark *4)	<b>5</b>
	iii.	Models of organisational behaviour –	(1 mark * 5)	<b>5</b>

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