



MBA.F.I/11.989

MBA (FT) DEGREE I SEMESTER EXAMINATION NOVEMBER 2011

SMS 2101 MANAGEMENT CONCEPTS AND ORGANIZATIONAL BEHAVIOUR

Time: 3 Hours

Maximum Marks: 50

(5 × 10 = 50)

- I. A. What do you understand by management? Discuss the factors that have led to the evolution of management.
- OR**
- B. What do you think are the social responsibilities of management?
- II. A. Explain the principles of management. Give a brief account of universality of management principles.
- OR**
- B. Briefly explain various steps involved in management process.
- III. A. Give an account of major learning theories with their implications in labour management.
- OR**
- B. How would you apply the Need hierarchy theory of Maslow in assessing the motives of the employees?
- IV. A. Write short notes on *any three* of the following:
- (i) Personality attributes influencing OB
 - (ii) Attitudes and job satisfaction
 - (iii) Organizational Commitment
 - (iv) Decision-making skill
- OR**
- B. What are the advantages of imparting training in Emotional Intelligence for the employees?
- V. A. Explain the importance of non-verbal communication in making communication effective.
- OR**
- B. What do you understand by Leadership? What are the major leadership styles which, according to you is the most ideal type of leadership style? Why?
