

18. (a) What is business process reengineering?
Explain.

Or

- (b) What are the key indicators of benchmark?

19. (a) Explain the international dimensions of OB.

Or

- (b) How do you develop OB model?

20. (a) Explain the determinants of personality.

Or

- (b) Enumerate the stages in formation of a group.

PART C — (3 × 10 = 30)

Answer any THREE questions.

21. Explain the management concept of F.W.Taylor.
22. Discuss the process of organization.
23. Explain the techniques of controlling.
24. Enumerate the internal and external factors influencing perception.
25. Describe the importance of leadership. Bring out the merits and demerits of autocratic leadership style.

S.No. 8984

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(For candidates admitted from 2022–2023 onwards)

M.B.A. DEGREE EXAMINATION, NOVEMBER 2023.

Business Administration

**MANAGEMENT CONCEPTS AND
ORGANIZATIONAL BEHAVIOUR**

Time : Three hours

Maximum : 75 marks

PART A — (20 Marks)

Answer ALL questions.

- I. (A) Choose the correct Answer (5 × 1 = 5)

1. Henri Fayol laid down:

- (a) 12 principles (b) 13 principles
(c) 14 principles (d) 15 principles

2. Planning the overall objective, strategies and policies for the total enterprise is:

- (a) Corporate planning
(b) Divisions planning
(c) Unit planning
(d) Department planning

3. Control exercised while the activity is in progress is:
 - (a) Feed forward control
 - (b) Feedback control
 - (c) Preserving control
 - (d) Concurrent control
 4. Organization Behavior is:
 - (a) An interdisciplinary approach
 - (b) A humanistic approach
 - (c) Total system approach
 - (d) All of these
 5. The ability and willingness of group members to set goals and work towards their accomplishment is known as:
 - (a) Group maturity
 - (b) Team spirit
 - (c) MBO
 - (d) Participation
- (B) Fill in the blanks (5 × 1 = 5)
6. Goals, aims, purposes, missions and target is also known as _____
 7. Formal authority flows from upwards to downwards in _____.
 8. _____ is the function of management which helps to seek planned results from the subordinates, managers and at all levels of an organization.

9. _____ is an umbrella term for the way we identify and handle conflicts fairly and efficiently.
 10. _____ is the process of screening out information that we are uncomfortable with or that contradict to our beliefs.
- II. Answer ALL questions. (5 × 2 = 10)
11. Bring out the components of planning.
 12. What is span of control?
 13. Why is TQM important?
 14. Define discipline.
 15. What is learning?

PART B — (5 × 5 = 25)

Answer ALL questions, choosing either (a) or (b).

16. (a) Explain the methods of planning.
Or
 (b) Explain the types of Planning.
17. (a) Differentiate formal and informal organization.
Or
 (b) What are the elements of delegation? Explain.