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**M.B.A (GLOBAL) DEGREE EXAMINATION, 2011
(FIRST YEAR)**

(PAPER-II)

120. ORGANIZATIONAL STRUCTURE AND BEHAVIOUR

Dec.)

(Time: 3 Hours

Maximum: 75 Marks

SECTION-A

(5×3=15)

Answer any FIVE questions

1. What is scientific management?
2. What is quality of work life?
3. What is code of ethics?
4. Define motivation.
5. Define Perception.
6. What do you mean by introvert personality?
7. State the nature of conflict in organizations.
8. Define Organizational Development.

SECTION-B

(3×10=30)

Answer any THREE questions

9. Describe the direct and indirect environmental forces that affect organization.
10. What is complex behaviour? Explain the principles and schedules of Reinforcement.
11. Describe Perceptual organization, and explain the barriers to perceptual accuracy.
12. Enumerate the causes and effects of stress and what coping strategies suggested by you to manage the stress.
13. Elucidate the role of managers in managing the organizational culture.

SECTION-C

(1×15=15)

Answer any ONE question

14. Critically evaluate the behavioural approach to management.
15. Trace the origins of organizational culture and explain cross cultural communication.
16. Enumerate the nature, forces, process and types of organizational change.

SECTION-D

(1×15=15)

(Compulsory)

17. Case study:

Mr. Raju is the new office manager of Okay pharmaceuticals limited. He has been appointed on the condition that he has to make every effort to reduce expenditure.

Data collected on the working of the office show that almost all departmental heads have personal assistants attached to them. The personal assistants sit over time in case of an occasional pressure of work but are grossly under-worked during the rest of the period.

According to an office order issued by Mr. Maniverma. All personal assistants were required to maintain a diary and recording the work done by the daily. This was seen by the employees as a ruse to spot out surplus hands and for this reason it.

Created resentment among the staff in general. To assuage the ruffled feelings, Mr. Maniverma issued another order transferring all personal assistants to the stenographer's pool where their services could be used by all officers. Those volunteering for this were to be given an extra increment in their wages.

Questions:

1. Do you see any evidence of motivation in the two measures taken by

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Mr. Maniverma?

- 2. Which of the two measures is likely to extract better performance from personal assistants?**

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