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SIDDHARTH INSTITUTE OF ENGINEERING & TECHNOLOGY:: PUTTUR
(AUTONOMOUS)

MBA I Year I Semester Supplementary Examinations November - 2020
MANAGEMENT & ORGANIZATIONAL BEHAVIOUR

Time: 3 hours

Max. Marks: 60

SECTION – A(Answer all Five Units **5 x 10 = 50** Marks)**UNIT-I**

1 Explain the growth of neoclassical theories of management. **10M**

OR

2 What is system? Discuss the key characteristics of management as a system. **10M**

UNIT-II

3 What is Planning? Explain the importance and process of planning. **10M**

OR

4 Write a description on the Organizing function. **10M**

UNIT-III

5 Define the term perception. Explain various steps in perceptual process. **10M**

OR

6 What is a Group? Explain the Benefits of Groups. **10M**

UNIT-IV

7 Explain the concepts and themes of Herzberg motivational theory. **10M**

OR

8 What is the concept of Motivation? How this can be theoretically explained? **10M**

UNIT-V

9 What is Organizational Development? Write about Phases and Interventions of OD. **10M**

OR

10 Explain the rational relationship Conflict management and Organizational Development. **10M**

SECTION – B

(Compulsory Question)

1 x 10 = 10 Marks**CASE STUDY:**

Mr. Natarajan is working in the capacity of a senior manager in BNB courier services Pvt. Ltd. for the last 20 years. His track record of performance for past 20 years is excellent. He is known as very disciplined and sincere manager. He is being termed as a role model for new appointees by the directors of the company. Of late, he seems not very happy with the development in his office.

He keeps on grumbling about the new junior managers and their attitude towards job. He strongly opposed the 'work from home' policy announced by top management for junior tech savvy managers. Mr. Natarajan is very strict about work place discipline and reporting timings. This has sparked conflict between him and the new batch of junior managers. He started feeling that top management is very soft on new batch of junior managers and gradually his importance is waning. He is unable to hide frustration and many a times becomes critically vociferous in meetings with top management representatives.

Now there is a question before top management how to console veteran of 20 years and keep cordial relations in an organization

Question:

(i) Elaborate the different types of conflicts, observed in the above case study and possible solutions for it.

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