

Roll No.

Total Pages : 2

MMSR/D-12

13575

MANAGEMENT PROCESS AND ORGANIZATIONAL

BEHAVIOUR

Paper : CP-101

Time : Three Hours]

[Maximum Marks : 70

Note : Attempt *five* questions in all. Question No. 1 is compulsory. All questions carry equal marks.

1. Compulsory Question.

Write short notes on the following :

- (a) Social responsibility of business towards government.
- (b) Perceptual selectivity.
- (c) Social learning theory.
- (d) Management by objectives.
- (e) Group norms.
- (f) Elements of Motivation.
- (g) Organizational development v.s. Management development.

2. What is Organization ? Discuss System approach to organization. In what ways it helps us to understand the organization ?

3. "Understanding and managing individual behaviour is significant in every sphere of life." Elucidate.

4. Discuss briefly the various theories of personality. Which one of them is convincing to you, and why ?

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[P.T.O.]

- 5. What is Emotional intelligence ? Discuss the applications of emotional intelligence in organizations.
- 6. Define Decision-making. What is Decision-making process ? Also discuss in brief various theories of decision-making commonly used now-a-days in organizations.
- 7. "A good leader helps his subordinates to solve problems by themselves." Comment. Also distinguish between a leader and a manager.
- 8. Explain the term 'Conflict'. What are the various levels of conflict in organization ? What causes conflicts at these various level ?

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