

g) Why is it important for managers to have a working knowledge of perception and attribution?

OR

h) Define personality , critically examine the Freudian stages of personality development ?

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MAM302

(Following Paper ID and Roll No. to be filled in your Answer Book)

PAPER ID : 293303

Roll No.

MAM

(SEM-III) ODD SEMESTER THEORY

EXAMINATION 2014-15

ORGANISATIONAL BEHAVIOUR

Time: 3 hours

Total Marks: 100

Note : Attempt all questions.

PART-I

1- Attempt only four parts of the following. (5X4=20)

- a) What do you mean by management? Explain function of management in brief.
- b) Define planning. What is necessity of planning in modern, complex organisation?
- c) What are the techniques of decision making?
- d) Difference between sensation and perception.
- e) What are the reasons to form a group?
- f) What are the determinants of personality?

PART-II**2. CASE STUDY (10X3 =30)**

Leo Harris, one of your assistants in a fire insurance company, is in charge of a group of clerical workers who review changed policies, endorsements, and riders, calculate commissions, and maintain records. He is very meticulous, and everything coming out of his group is perfect. He does not delegate authority and responsibility but rechecks in detail all the work turned out by his group. He keeps turning back to them careless and inaccurate work until it is perfect. As a result he is busy from early morning until late at night doing detail work and neglecting his role as supervisor. His workers have figured him out and are taking it easy. They do slap-dash work and correct it as often as he returns it. You are afraid that Harris is overworking and heading for a nervous breakdown. You have told him in general terms to delegate authority and responsibility and to discipline his group. He says that you just can't find people any more who have pride in their work or concern for the company and that if he fires any of his people or they quit the replacements would probably be worse.

Questions

1. What are some of the reasons why people do not delegate authority and responsibility?
2. What are Harris' responsibilities as a supervisor?
3. Which can he delegate?

PART-III**3. Attempt all the questions. (12.5X4=50)**

- a) What are the contributions of Fayol's to the management thoughts.

OR

- b) What is system approach to management? Examine the salient features of this approach.
- c) Planning plays a very important role in achieving organisational goal. Discuss. Explain planning process in detail.

OR

- d) What do you mean by authority? What is difference between power and authority? What are the sources of authority?
- e) What do you mean by equity theory of motivation? What are the ways of resorting equity to situation of inequity?

OR

- f) Discuss how an understanding of attitude is useful for the study of OB.