

MBA-035

**MSP-10/
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**M.B.A. DEGREE EXAMINATION –
JANUARY 2015.**

First Year

**MANAGEMENT FUNCTIONS
AND BEHAVIOUR**

Time : 3 hours

Maximum marks : 75

PART A — (3 × 5 = 15 marks)

Answer any THREE questions.

All questions carry equal marks.

1. What is 'Departmentation'? Explain the advantages and disadvantages of departmentation.
2. Distinguish 'Authority' and 'Power'.
3. Define 'Recruitment'. What are the advantages and disadvantages of using internal sources of recruitment?
4. Define 'Job Satisfaction'. What are the consequential benefits of 'Job Satisfaction'?
5. Explain Blake and Mouton's 'Managerial Grid'.

PART B — (4 × 15 = 60 marks)

Answer any FOUR questions.

All questions carry equal marks.

6. What is 'Planning'? Explain the types of planning and related steps in planning process.
7. Define 'Communication'. 'Communication is seldom effective' – analyze by explaining various barriers to communication.
8. 'Maslow's need hierarchy theory even today offers some useful ideas for managers to motivate the individuals' – Analyze the statement by explaining the theory in detail.
9. Define 'Conflict'. Explain three levels of conflict with the help of suitable illustrations.
10. Briefly explain 'Organisational Culture'. What are the suggested ways of managing the organizational culture?
11. What is 'Organisational Change'? What are the various attributed reasons for resisting the change?
12. Explain the features and importance of decision making. Outline the process and techniques of decision making.