

[ 22-HKPD1SN-23A ]

**DSM/DBM/DHRM/PGDHRM/PGDSM/MCOM/PGDBM/MBA**  
**1st Semester (New) Exam. 2022 (W)**

( *Management Process and Organisational Behaviour.* )

[ PGCM/PGBA S1-01 ]

*Full Marks : 70/80*

*Time : 3 hours*

*The figures in the right-hand margin indicate marks.*

**[ Learners admitted in and after 2020 need to answer only Q.No. 1 to Q.No. 4  
(total 70 marks)]**

1. Answer any *five* from the following questions (each in around 50 words):  $2 \times 5 = 10$
- (a) Explain the Bottom-up approach of planning.
  - (b) State two distinctions between Policies and Objectives.
  - (c) Describe two characteristics of project organisation.
  - (d) Explain two structural barriers in communication.
  - (e) Describe briefly the System Approach of organisational behaviour.
  - (f) Explain the Win-Win approach to negotiation.
2. Answer any *four* from the following questions (each in around 120 words):  $3 \times 4 = 12$
- (a) State the relationship between planning and forecasting.

(2)

- (b) Explain the various types into which control can be categorized.
  - (c) Describe briefly 'Management by Exception'.
  - (d) Describe the challenges of performance appraisal.
  - (e) Explain the relationship between attitude and behaviour.
3. Answer any *four* from the following questions (each in around 250 words):  $6 \times 4 = 24$
- (a) Explain the qualitative and quantitative methods of forecasting.
  - (b) Describe Mc Gregor's Theory X and Theory Y.
  - (c) State and explain the Big Five Personality theory.
  - (d) Explain the qualities of a good leader.
  - (e) Describe important points for managers to develop and manage teams effectively.
4. Answer any *three* from the following questions (each in around 300 words):  $8 \times 3 = 24$
- (a) Explain the fourteen principles of management.
  - (b) Describe the various types of departmentation for dividing responsibilities within an organisation.
  - (c) State and explain the modern methods of performance appraisal.
  - (d) Explain the different types of formal and informal groups.
- ( Q. No. 5 is only for learners admitted before 2020 )**
5. Answer any *one* of the following questions (in around 350 words):  $10 \times 1 = 10$
- (a) Describe the steps in planning process.
  - (b) Explain the various external and internal factors which affect our perception.