The personnel Manager gave the following reply: "I have already informed you a number of times, that money, working conditions and benefits are not enough. Other things are equally important. One of the workers in that group recently gave me a clue as to why more and more workers are joining the bandwagon of non-performers". He felt hard work and efficiency go unnoticed and unrewarded, in our organization. Our promotions and benefit plans are tied to length of service. Even the lazy workers, according, enjoy all the benefits in the organization which, in fact, according to the worker, should go to only those who work hard." Mr. Rao then wanted the personnel Manager to look into the problem more closely and find out a solution to the problems of workers on hourly basis.

Questions for discussion:

(a) What is the key problem in the case?
(b) What probably may be the "other things" which the personnel Manager is pointing out to Mr. Rao?
(c) Discuss the problem of motivation in this case.
(d) What would be your recommendations as personnel Manager to tackle the problem in the organization?

MBA 01

First Semester
Marketing/Finance/International Business/ HRM
MANAGEMENT PROCESS AND BEHAVIOUR

Time: Three hours     Maximum: 100 marks

PART A — (5 x 6 = 30 marks)

Answer any FIVE questions.

1. Discuss the social responsibilities of business.
2. Explain the concept of Management by Objectives.
3. Briefly explain the concept of Organizational Structure and design.
4. Define the term 'Personality'. What are its determinants?
5. What is motivation? Discuss its types.
6. Explain the barriers of communication process.
7. What is ‘Leadership’? Explain the trait theory of leadership.
are not motivated. What do they require really?

These employees are excellent. Still these workers
are not motivated. Why?

One of the reasons is the treatment by the management. Mr. Rao is the Chief Executive of a medium sized

P.T.P.I. in Bangalore. He holds a pharmaceutical firm in Hyderabad. He has not been

across the world. Explain how to make communication effective.

15. Discuss the various types of communication and

model.

more effective

and how to overcome them to make the process

11. Discuss the problems in delegation of authority

manager.

Defy describe different skills required for a

10. Explain the nature and scope of management.

PART C — (1 x 20 = 20 marks)

PART B — (5 x 10 = 50 marks)

and enumerate the best management practices

16. State the concept of Management of Innovation

14. Explain the significance of Group Cohesion and

Discuss the various types of communication and

13. How to manage the stress at work place? Explain.

12. Discuss the salient features of perceptual process

and how to overcome them to make the process

11. Discuss the problems in delegation of authority

manager.

Defy describe different skills required for a

10. Explain the nature and scope of management.

PART B — (5 x 10 = 50 marks)

CASE STUDY — COMPREHENSORY. Please read the case

and answer the questions given at the end.

PART C — (1 x 20 = 20 marks)