

Exam. Code : 304301

Subject Code : 6978

P.G. Dip. in Business Management Semester—I

**PGDBM-101 : MANAGEMENT AND
ORGANIZATIONAL BEHAVIOUR**

Time Allowed—3 Hours] [Maximum Marks—50

Note :— Question paper is divided into three sections A, B and C.

Section A : consists of 12 short answer questions. Attempt any 10 questions from section A. Answer each question in up to 5 lines. Each question carries 1 mark. Total weightage of the section is 10 marks.

Section B : consists of 4 essay type questions. Attempt any 2 questions from Section B. Answer each question should be up to 5 pages in length. Each question carries 10 marks. Total weightage of the Section is 20 marks.

Section C : consists of 4 essay type questions. Attempt any 2 questions from section C. Answer each question should be up to 5 pages in length. Each question carries 10 marks. Total weightage of the section is 20 marks.

SECTION-A

1. (a) Define management.
- (b) What is a policy ?
- (c) What are programmed decisions ?
- (d) What is a formal organization ?
- (e) Write Graicuna's formula of span of management.
- (f) Define authority.
- (g) Define communication.
- (h) What is motivation ?
- (i) What are the assumptions of Theory X ?
- (j) Define Control.
- (k) Write the objectives of Organisational Development.
- (l) Define Conflict.

SECTION-B

2. Discuss the functions of management.
3. Explain the process of management by objectives.
4. Discuss the factors affecting span of management.
5. Write the importance of human factor in organizations.
Discuss the functions of staffing.

SECTION-C

6. Discuss the barriers to communication and give their solution.
7. Critically examine Maslow's Need Hierarchy Theory.
8. Explain the modern methods of control in organisations.
9. Why people resist change ? How can you minimize this resistance ?