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MASTER OF BUSINESS ADMINISTRATION (M.B.A.)
EXAMINATION: DECEMBER- 2024
SEMESTER - I

Sub.: Organization Behaviour And Principles of Management (MBA24-101)

Date : 12/12/2024

Total Marks : 60

Time: 10.00am to 12.30pm

- Instructions:** 1) All questions are compulsory.
 2) Figures to the right indicate full marks.

Q. 1. Write Short notes on (Any Three) (15)

1. Levels of Management
2. External factors in perceptual selectivity
3. Process of Perception
4. Differentiate between Management Vs Administration
5. Types of Groups

Q. 2. Answer in detail (Any One) (10)

1. Describe the various Functions of Management in detail.
2. Describe in detail Abraham Maslow's Hierarchy of Needs with diagram.

Q. 3. Answer in detail (Any One) (10)

1. Write a note on Characteristics of Effective Teams.
2. What are the Roles and Responsibilities of a Manager?

Q. 4. Answer in detail (Any One) (10)

1. Explain the process of group formation in detail.
2. Enlist and Explain any 2 Modern Theories of Management.

Q. 5. Case study (15)

A manager at a mid-sized tech company, once known for his strong leadership, gradually began to neglect his core responsibilities, leading to frustration among his subordinates. Initially, he had been highly involved in overseeing project timelines, providing guidance to his team, and ensuring clear communication across departments. However, over time, he became distracted by personal interests and a growing tendency to delegate his duties without proper follow-up. Meetings became disorganized, as he failed to prepare or address key issues, leaving his team to scramble for clarity. His lack of engagement in day-to-day operations caused confusion, with employees uncertain about priorities or deadlines. Furthermore, his inability to make decisions left the team stagnating on crucial tasks. Instead of providing support and feedback, the manager frequently postponed one-on-one check-ins, leaving team members feeling unsupported and undervalued. The final straw came when the manager missed an important project deadline, and when questioned, he was unable to provide any concrete explanations or solutions. His behavior left employees feeling abandoned, as they had to step in and fill the leadership void, handling tasks that were traditionally his responsibility. This led to increasing frustration among the team, who felt that their hard work was going unnoticed and

that they were being forced to compensate for his lack of direction. The situation reached a breaking point when several team members expressed concerns to HR, highlighting the negative impact his actions were having on both their morale and the overall productivity of the team. The manager's failure to uphold his responsibilities ultimately eroded trust, leading to a toxic work environment.

Questions :

1. In cases where a manager's behavior negatively impacts team morale and productivity, what interventions can HR make to improve the work environment?
 2. How could the manager have better fulfilled his role to prevent the negative impact on his team?
 3. What steps can HR take to address the manager's neglect of his responsibilities and prevent similar issues from arising in the future?
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