|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Roll No |  |  |  |  |  |  |  |  |  |  |  |  |

****

**Presidency University**

**Bengaluru**

**SCHOOL OF COMMERCE**

**Make-Up Examinations, July 2024**

**Semester**: II

**Course Code**: MGT112

**Course Name**: Management and Behavioral Practices

**Program**: BBA

**Date**: 04-07-2024

**Time**: 09.30am to 12.30Pm

**Max Marks**: 100

**Weightage**: 50%

**Instructions:**

1. *Read the all questions carefully and answer accordingly.*
2. *Question paper consists of three parts.*
3. *Scientific and Non Programable Calculators are Permitted.*
4. *Do not write any information on the question paper other than roll number.*

**Part A**

**Answer any FIVE Questions. (5 Q x 2 M = 10 M)**

1. Differentiate between centralization and decentralization (C.O.No.3) [Knowledge]

2. Give examples of line and staff managers. (C.O.No.3) [Knowledge]

3. Define controlling. (C.O.No.4) [Knowledge]

4. List out the stages of basic OB model. (C.O.No.5) [Knowledge]

5. Define Organizational behavior. (C.O.No.5) [Knowledge]

6. Describe the significance of management in achieving organizational goals. (C.O.No.1) [Knowledge]

7. Explain the contribution of classical approaches to management? (C.O.No.2) [Knowledge]

**Part B**

**Answer any FIVE Questions. (5 Q x 10 M = 50 M)**

8. MBO process not only promotes clarity in organizational priorities but also establishes a framework for regular performance reviews and feedback. Describe MBO process in detail.  (C.O.No.2) [Understand]

9. The importance of various types of organizations lies in their adaptability to diverse needs and contexts, catering to the dynamic nature of modern society. Discuss various types of organizations. (C.O.No.3) [Understand]

10. Motivation is the driving force that propels individuals toward their goals, fuelling resilience and determination. It catalyzes achievement, fostering productivity and personal growth. Summarize Herzberg’s two-factor theory. (C.O.No.4) [Understand]

11. Effective communication is the lifeblood of collaboration, promoting understanding and synergy among individuals or groups. It is the key to successful relationships, innovation, and organizational success. Generalize the communication process with a neat diagram. (C.O.No.4) [Understand]]

12. Explain the disciplines contributing to organizational Behavior. (C.O.No.5) [Understand]

13. Sri Krishna Enterprises is facing huge losses. The owner of the company is an MBA pass out. Even then many things in the organization are happening which are indicative of lack of proper management in the company. First of all there is no specific sharing of work and any time any employee is asked to do anything. This has led to wastage of efforts. Further due to negligence in proper work sharing there has been no specialization development in the nature of the jobs done by the employees. There are no clear and fair agreements between the workers and the management. This has led to a lot of frustration in the workers. Management has quite often been found to be ignorant of not fulfilling promises done by it. There are also no strict rules and regulations binding on the conduct of the workers. The departmental heads who are the middle level managers in the company and hold key positions always favor their relatives. They quite often don’t turn up for job on time. They are always looking for special relaxations from the top management. This has led to feeling of resentment among the employees who are also demanding special favors and threatening strike in the coming days.

1. Identify the principles of Fayol violated in the above case. (C.O.No.1) [Understand]

14. Anil is working with Infinite Technologies. He found out that the profits have started declining in the past three months. Profit has an implication for the survival of the company. So, he analyzed the business environment to find out the reasons for the decline in profit.  
**i**. What is the decision-making process of anil for the above case study. (C.O.No.2) [Understand]

**Part C**

**Answer any TWO Questions. (2 Q x 20 M = 40 M)**

15. Communication skills play a pivotal role in directing.

1. Discuss common barriers to communication in a globalized workplace.
2. Identify effective ways to overcome communication barriers.

(C.O.No.4) [Application]

16. **ABC Tech Solutions** is a software development company that has been operating for 15 years, specializing in creating custom software for various industries. Recently, the company has faced challenges due to rapid technological advancements and increased competition from new market entrants. The CEO, Ms. Kapoor, has recognized the need for strategic planning to ensure the company's continued growth and competitiveness. During a recent strategic planning session, the management team identified several key initiatives: investing in research and development to innovate new products, expanding the company’s service offerings to include cloud solutions, entering international markets to diversify revenue streams, and enhancing the company's digital presence through robust online marketing strategies. Additionally, they discussed the importance of upskilling employees to keep pace with technological changes and fostering a culture of continuous improvement within the organization.

1. Explain the importance of planning
2. Describe the process of planning

(C.O.No.5) [Application]

17. **InnovateX Corporation**, a leading manufacturer of consumer electronics, has recently undergone significant growth, leading to challenges in managing its expanding operations. The company’s traditional hierarchical structure is becoming inefficient, with slow decision-making processes and communication bottlenecks. To address these issues, the CEO, Mr. Johnson, is considering restructuring the organization. The proposed changes include adopting a matrix structure to improve flexibility and project management, decentralizing decision-making to empower lower-level managers, and enhancing cross-functional collaboration to drive innovation. However, these changes also raise concerns about potential conflicts, clarity of roles, and maintaining a cohesive company culture.

Determine the nature of organizing and principles of organizing to restructure the organization.

(C.O.No.3) [Application]