



Name :

Roll No. :

Invigilator's Signature :

CS/MHMCT(FBN)/SEM-1/MFBM-101/2012-13

2012

**MANAGEMENT FUNCTIONS
AND ORGANIZATIONAL BEHAVIOUR**

Time Allotted : 3 Hours

Full Marks : 70

The figures in the margin indicate full marks.

*Candidates are required to give their answers in their own words
as far as practicable.*

GROUP – A

(Objective Type Questions)

1. Do as directed : 3 × 1
 - a) Fill in the blanks :
Henry Minzberg separated managerial roles into three subcategories : , and
 - b) Match the following : 4 × 1

i) Calm	1. Yellow bile
ii) Sanguine	2. Black bile
iii) Melancholic	3. Blood
iv) Choleric	4. Phlegm.
 - c) Fill in the blanks : 3 × 1
The three types of organization structure are , and



GROUP – B
(Short Answer Type Questions)

Answer any *three* of the following $3 \times 5 = 15$

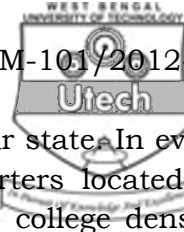
2. Discuss in brief the main approaches to organization, structure and management.
3. Discuss the major benefits of Departmentalization.
4. Explain the internal factors affecting perception.
5. Write short notes on the following :
 - a) McGregor's theory X and Y
 - b) Maslow's Need Hierarchy theory.
6. Mention the characteristics of the personality models developed by Freud.
7. What is behaviorial approach theory of Management ? Discuss.

GROUP – C
(Long Answer Type Questions)

Answer any *three* of the following. $3 \times 15 = 45$

8. Discuss in detail the Scientific Management Theory proposed by Taylor.
9. Discuss Bureaucracy in terms of the concept, main characteristics and the criticism of this theory.
10. Explain the various stages of the Psychogenetic model of development proposed by Sigmund Freud.
11. Write an essay on the components of organization structure.
12. What do you mean by Organization Behaviour ? Discuss the contributing fields to organization behaviour.
13. Read the following case carefully and then answer the following questions :

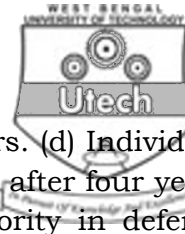
National Cadet Corps (NCC) is a national organization having junior wing and senior wing both for girls and boys. Junior wing NCC is meant for secondary school level and senior wing is applicable for college students. The objective of NCC organization is to inculcate discipline for the youth of our nation. An Army Officer of the rank of Lt General called Director General (DG) heads NCC organization at national level. The organization has a vast network at each state level headed by an officer of this rank of Brigadier known as



Deputy Director General (DDG) of a particular state. In every state there are number of Group Headquarters located at important cities depending upon school and college density and compositions. Under Group Headquarters there are number of NCC Battalions (Boys/Girls). Number of battalions in each Group Headquarters varies depending upon the size of the area. In the same fashion, number of groups under a DDG varies.

NCC is applicable to all school/college going children. It is voluntary organization in nature. DDGs, group commanders and battalion commanders organize various events round the year. These are as under :

- a) Participation in professional training that includes the following :
 - Weapon training, including firing of rifles, stein guns, light machine guns
 - Drill
 - First aid training in various contingencies
 - Basic field craft and guard duties
 - Basic battle craft at a level of a section (section comprises of ten men).
- b) Organization of training camps where teamwork, comradeship, cooperation and events mention in (a) above are practised. The training camps are generally of the duration of two weeks. Such camps are held twice a year. (c) After completion of two and four years of training, *B* certification and *C* certificates respectively are awarded to the cadets. The certificates have preference for admission to various professional courses like medicine. It also has a weightage for government jobs. A person having *C* certificate need not appear in the written examination conducted by UPSC for commissioned officers of the defense services. This is a major concession for them. Such students have to face Service Selection Boards direct, for selection in the



defense services as commissioned officers. (d) Individual having C certification (which is achieved after four years of NCC training) gets six months seniority in defense services. (e) NCC is considered as one of the best organizations of our country. The organization has produced better citizens. During the course of the attachment, the cadets are given full NCC kit. Refreshment is provided during parade days (twice a week). The cadets are provided meals, transportation and medical facility.

The training in the organization is a costly affair to the exchequer of the state government. NCC officers have to interact with civil administration at state level, district level and with principals/directors of the colleges. They have to deal with local population, medical authorities, RTO and all agencies related with civil administration. This involves advance planning, good communication and inter-personal relationship. Social, cultural and ethnic activities are promoted in the NCC. Annual training camps are held at state or national level. Cadets, develop friendship with various individuals and learn to live in a community environment during training camps. NCC covers land, air and naval branches and all cadets are put through training in the skill development of respective wings.

Questions :

- I) Why NCC is considered as one of the best organizations ?
- II) How does the organization relate to field of organizational behaviour ? What are the various agencies that the officials have to interact ?
- III) How does the management interact with external environmental forces ?

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