

# SEE QUESTION PAPER

PG

<b>Global Academy of Technology, Bengaluru</b> (Autonomous institution, Affiliated to VTU)			
<b>Master of Business Administration</b>			<b>Semester End Examination</b>
<b>Course</b>	<b>Management &amp; Behavioral Process</b>	<b>Course Code</b>	<b>20MBAC11</b>
<b>Time: 3.00 hr</b>	<b>Note:</b> 1. Answer any 4 full questions from Q. No. 1 to 7. 2. Q. No. 8 is compulsory		<b>Max. Marks: 100</b>
<b>Q. No.</b>	<b>Questions</b>		<b>Marks</b>
1	a	Briefly explain the various skills of a Manager	5
	b	Differentiate between formal & informal organizations	5
	c	Explain in brief the 14 principles of Henry Fayol	10
2.	a	Discuss the different techniques of decision making	5
	b	Examine the various functions of management	5
	c	Explain in brief the various types of organization structures	10
3.	a	Explain in brief the types of controls	5
	b	Examine the recent trends in management	5
	c	Briefly explain the process of planning	10
4.	a	Explain in brief the Fundamental principles of OB	5
	b	Examine the components of attitudes	5
	c	Briefly explain the challenges and opportunities of OB	10
5.	a	Explain in brief the personality attributes influencing OB	5
	b	Analyze the factors influencing control effectiveness	5
	c	Briefly explain the factors influencing perception	10
6.	a	Explain in brief the types of Stress	5
	b	Differentiate between team & groups	5
	c	Briefly explain the Group Formation process	10

7.	a	Differentiate between narrow and wide the span of control	5
	b	Analyze the two factor theory of motivation	5
	c	Briefly explain the managerial grid	10

8.	<b><u>Part-B - Compulsory</u></b>		
	<p>Akshay was the manager of the systems department at VP Pvt. Ltd. During his 15 years in the company he trained many employees and encouraged their development. But many of them left the company as soon as they got the degrees. The company had liberal policy of educational reimbursement (75% of tuition cost and books) and many took its advantage.</p> <p>Ajay came to see his boss Vijay who congratulated Ajay for obtaining the degree in MBA, with the assistance of company. Ajay said to Vijay that he was leaving the company and joining a competitor because he did not see any opportunities for advancement in the firm. Vijay became furious and immediately went to see the Vice President operations Sanjay and complained about the policy of educational reimbursement.</p>		
	a	What might be the reasons that employees leave after receiving their degrees through educational reimbursement?	5
	b	If you were the vice president what would you do?	5
c	What strategies can the company adopt to retain the employees in the organization?	10	