

(21/2 Hours)

TYBCOM VI Sem

[Total Marks : 75

QP Code : 18283

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- Answer to all questions are compulsory. N.B.: (1)Figures to the right indicate full marks. (2)
 - Answer any two of the following :

M.O.D

- (a) What is communication? What are the steps involved in communication process?
- (b) Define leadership. Explain in brief any six styles of leadership.
- (c) Explain the concepts of Transactional leaders and Transformational leaders.
- 2.
- (a) Define co-ordination. Explain the importance of co-ordination.
 (b) Define motivation. Explain the motivational factor.
 (c) Briefly explain T.

 - (c) Briefly explain Two Factor Theory advocated by Herzberg.
- Answer any two of the following : 3.
 - (a) Define controlling. Discuss the requirements of an effective control system.
 - (b) Explain the following techniques of controlling: (i) Budgetary control (ii)MBO (iii) Break even analysis
 - (c) Explain the need to manage informations in an organisation?
- 4. Answer any two of the following?
 - (a) Define organisational development. Explain the process of organisational development.
 - (b) Explain the meaning and importance of time management.
 - (c) Explain the consequences of conflict.
- (a) Rewrite the answer by choosing the appropriate options given below : 5. Under leadership style, subordinates make decisions. UPO1669 C.P. Polit a) autocratic b) laissez-faire c) democratic d) participative

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	and translates it	into meaningfu		
	a) Encoding		b) Decoding	18
	c) Acceptance	•	d) Feedback	•
	(iii)techn	iques analyses	the cost-volume profit rela	tionship.
	a) Self-control	de protection	b) Budgetary control	
	c) Break-even		d) MIS	
	(iv) The main purpo	se of	is to ensure that the res	ources of
	the organisation objectives.	are utilised pro	is to ensure that the response operly to accomplish organ	aisational %
	a) operational co	ontrol	b) Strategic control	OT
	c) budgetary con	trol	d) Self-control	Q.
	(v) means as	ny alteration that	at occurs in the work envire	mment.
	a) Organisational	change	b) Resistance to change	~
	c) Management ;	b change	d) Time management	
(b)) State with reasons whe	ther the followi	ng statements are True or F	alse
	(i) Supervision is an in	nportant eleme	ent of direction	
	(ii) Delegation of authority	ority is a non-fi	nancial factor affecting mo	tivation
	(iii) Customization of E	RP can be easil	v handled.	uvuuon.
	(iv) Behavioral modific	ation helps to de	etermine organisational clir	nate and
	to identify performative (v) Task conflict is also		tantive conflict.	
		0, AI		
(c)	Match the following :	a co		
	Group A	Grou	p B	
-	(i) Cross-cultural bas		ge in employee attitude and	behaviour
	(ii) Sociocratic leadership (b) Comparison of firm's performance over a period of time			
	(iii) Historical analysis (c) Professional approach of management			ment
	(iv) Sensitivity training	v) Sensitivity training (d) Employee oriented		
	(v) Theory Y		ng styles and eating habits	
	llos		ional approach of managem	ent
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