Skiandpujari

Class:- T.Y.BCOM   Sem VI   22/03/2024

Time: 3 Hours

Marks : 100

Note: 1. All Questions are compulsory
2. Figures to the right indicate full marks.

Q.1. (A) Fill in the blanks with suitable options given below (Any 10)   10 Marks

1. Maslow originally identified _____ a set of needs.
(two, three, four, five)

2. _____ is a situation in which two or more parties feel themselves in opposition.
(Stress, Frustration, Conflict, Team)

3. _____ is a psychological barrier to communication.
(Emotions, Noise, Temperature, Status)

4. _____ is comparison of a firm's performance with highly successful companies in the industry. (MBO, Benchmarking, Historical analysis, Break-even)

5. _____ is the sum total of physical, mental & social qualities.
(Initiative, Intelligence, Personality, Motivation)

6. _____ technique is based on a single time estimate for completion of activities.
(PERT, CPM, MBO, MRS)

7. Organizational Development is a _____ effort.
(Short –term, long–term, Medium, Temporary)

8. Resistance to change is always a struggle in _____.
(Workforce, Management, Organization, Machines)

9. _____ is a pattern of behaviour of a leader to get the work done from subordinates. (Decentralization, Leadership style, Motivation pattern, Centralization)

10. _____ results in productive use of time and the ability to accomplish much more in the same amount of time.
(Resistance to change, Organizational Change, Organizational Conflict, Time Management)

11. Under _____ type of leadership style, subordinates make decisions.
(Participative, Laissez–faire, Sociocratic, Autocratic)

12. _____ is a process of monitoring actual performance, and taking corrective measures, if there are deviations. (Planning, Organizing, Controlling, Directing)

Q.1. (B) State whether the following statements are True or False (Any 10)   10 Marks

1. Time management can lead to reduce work over load. T
2. Self-actualisation needs exist in all people. T
3. Command is a two-way process. X
4. Transactional leaders and transformational leaders both are synonymous leadership terms X
5. Once the receiver has obtained the message and decoded it, it is necessary for him to accept it X
6. Leadership is the activity of influencing people to work forcibly in organisation. X

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7. Employees should be isolated during the change process. X
8. Organizational development is an applied Behavioural science. T
9. Theory X is based on positive assumptions of human nature. X
10. Customization of ERP can be easily handled. T
11. Information technology is the only reason for organizational change. X
12. Delegation of authority is a non- financial factor affecting motivation. T

2. Answer the following: (any 2)   15 Marks

a) Discuss the meaning and importance of directing.
b) Explain the communication barriers.
c) What are the traits of a good leader?

3. Answer the following: (any 2)   15Marks

a) Define Co-ordination. Explain the significance of coordination.
b) Discuss the factors of motivation in detail.
c) Explain Theory X and Theory Y of Motivation.

4. Answer the following: (any 2)   15 Marks

a) What are the requirements for an effective control system?
b) Write a note on Enterprise Resource Planning.
c) State the difference between Strategic control and Operational control.

5. Answer the following: (any 2)   15 Marks

a) Explain the Consequences of conflict.
b) What are the various challenges in organizational growth and development?
c) Explain the meaning and reasons of organizational change.

6. Write Short Note on: (Any 4)   20 Marks

a) Communication as a tool for direction.
b) Abraham Maslow's Need Hierarchy Theory
c) Time Management
d) Transactional Leadership.
e) Management Information System
f) Types of Conflict.

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