

Roll No.

29101

**MBA 2 Year 1st Semester (NEP-2020)
Examination – December, 2025**

**MANAGEMENT PROCESS AND ORGANIZATIONAL
BEHAVIOUR**

Paper : 24IMS201DS01

Time : Three hours]

[Maximum Marks : 70

Before answering the questions, candidates should ensure that they have been supplied the correct and complete question paper. No complaint in this regard, will be entertained after examination.

Note : All questions of Section - A are *compulsory*. Attempt *four* questions from Section - B, selecting *one* question from each Unit. All questions carry equal marks.

SECTION – A

1. Write short notes on the following :

- (a) Authority and Responsibility
- (b) Social Milieu

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- (c) Job Rotation
- (d) Stereotyping
- (e) Negative Attitude
- (f) TQM
- (g) Organisation Climate

SECTION – B

UNIT – I

2. Examine the evolution from traditional bureaucratic management to more adaptive, flexible management approaches. Also, discuss key milestones in shaping modern management practices.

3. What is emotional intelligence? How does emotional intelligence increase productivity in an organization?

UNIT – II

4. Define motivation. Elaborate how managers apply Herzberg's insights to improve motivation and retention especially in the context of hybrid work environments.

5. What is effective leadership? How leadership affects organizational success?

UNIT - III

6. Perception is often influenced by an individual's background, experiences, and situational context. Discuss how these elements can impact the perception of organizational culture among employees in a multicultural workplace.
7. Evaluate the methods used for personality assessment in the workplace. Discuss the advantages and limitations of various personality assessments in predicting employee behaviour and job performance.

UNIT - IV

8. Discuss the challenges and opportunities that multinational corporations face in designing their organizational structures. How do cultural differences, regulatory environments, and market conditions influence the choice of structure in different regions?
9. What are the reasons why people resist change in an organization? What strategies can leaders employ to overcome resistance and foster a culture that embraces change?
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