

**BACHELOR OF VOCATION**  
**BPM and Analytics**  
**Subject: Fundamental of Management & Organizational**  
**Behavior**  
**Subject Code: GBGE101**  
**Semester: First**  
**January 2021**  
**Theory (External): 70 Marks**  
**Time: 03 Hours**

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**Instructions to the Students**

1. This Question paper consists of two Sections. All sections are compulsory.
2. Section A comprises 10 questions of objective type in nature. All questions are compulsory. Each question carries 2 marks.
3. Section B comprises 8 essay type questions out of which students need to do any 5. Each question carries 10 marks.
4. Read the questions carefully and write the answers in the answer sheets provided.
5. Do not write anything on the question paper.
6. Wherever necessary, the diagram drawn should be neat and properly labelled

<b>Roll Number</b>											

**SECTION –A (SHORT/OBJECTIVE TYPE QUESTIONS)**

**(10x2=20 Marks)**

- A. What is Organizational behaviour?
- B. Define importance of leadership?
- C. Define Attributes of personality?
- D. What are the process & significance of Management?
- E. Define perception?
- F. What is contingency management theory by Henry Fayol?
- G. What is decision making in an uncertain environment?
- H. Define Attributes of personality?
- I. Define Nature & Process of motivation?
- J. What is an ego state? Explain

## SECTION –B (ESSAY TYPE QUESTIONS)

(5x10=50 Marks)

1. Explain in detail line and staff organization? What are the advantages of line and staff organization?
2. What factors are responsible for creating and sustaining organizational culture?
3. What is corporate social responsibility of management? Explain in detail its importance and functions with example.
4. What is conflict? Explain the various steps in the process of conflict.
5. Explain the importance of motivation. What are the types of motivation theories?
6. Discuss the implications of learning on managerial performance?
7. Differentiate between transactional and transformational leadership styles. Which do you think is better and why?
8. Case Study

This case focuses on the organizational culture of Well-Mart. Primary emphasis is placed on how Well-Mart's culture developed and how it has been maintained. The roots of Well-Mart's culture date back to Sameer, who instilled the now famous "Saturday Morning Meeting". During these meetings, he encouraged his employees to offer suggestions for improvement and empowered them to follow through on those suggestions that he thought were worth pursuing. The Saturday Morning Meeting has continued at Well-Mart despite its growth into one of the largest corporations in the world. Discussion could focus on how Well-Mart's culture has been maintained over the years, with special emphasis on the importance of the Saturday Morning Meeting. In addition to the Saturday Morning serving as a company ritual, discussion could



also focus on how the company chart serves as a cultural maintenance tool. A discussion of the strength of Well-Mart's culture relates to the notion of core values, which have been instrumental in sustaining its culture over the years. Perhaps as a partial result of this sharing of core values, Well-Mart is able to respond quickly to changes in the market place, as evidenced by the anecdote about the poker sets. In addition, the attraction-selection-attrition model could be applied to Well-Mart, as it may explain some of the similarities among Well-Mart's managers thus leading to a tight-knit culture. Finally, although Well-Mart's culture undoubtedly has been strength, discussion could also focus on how it could be a weakness. The original practices and ideas of Sameer may not fit in today's business environment, so maintaining Well-Mart's culture may be detrimental to its growth. Moreover, increased public scrutiny may be pressuring Well-Mart to change its old practices.

***Discussion Questions:***

- i. How would you describe Well-Mart's culture characteristics?
- ii. As an upper manager of Well-Mart, what steps could you take to either maintain or enhance the culture of Well-Mart?

**\*\*\*\*\*END OF PAPER\*\*\*\*\***