

**BACHELOR OF VOCATION**  
**Financial Services**  
**Subject: Fundamental of Management & Organizational**  
**Behavior**  
**Subject Code: GBGE-103**  
**Semester: First**  
**December 2019**  
**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

**Roll Number**

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**SECTION –A (OBJECTIVE TYPE QUESTIONS)**  
**(10x2=20 Marks)**

- A What are the managerial Levels?
- B Define types of leadership?
- C What are Contingency management theory .
- D Distinguish between intra personal and interpersonal conflict.
- E What are the four quadrants of Johari's window?
- F Define Attributes of personality.
- G What do you understand by Motivation?
- H What are the steps of controlling ?
- I Define Conflict management.
- J What are the principles of OB?

**SECTION –B (ESSAY TYPE QUESTIONS)**  
**(5x10=50 Marks)**

- Q1 What are the functions of the Management? What function do you consider more important among them and why?
- Q2 Discuss the different elements of Planning?

- Q3 Weber's theory of bureaucracy appear to be logical and a sound way to organise. What are the strength of Weber's approach which you would like to include in modern days organisations?
- Q4 What is Controlling ? Explain it's importance and also the control process?
- Q5 Define Motivation .Discuss Douglas Mc Gregor's theory of Motivation?.
- Q6 "A good leader is not necessarily a good manager" Discuss this statement and compare leadership with manager ship.
- Q7 Discuss .the implications of learning on managerial performance?
- Q8 **Case Application**

"I almost wish Martin weren't such a nice guy" thought pat Boyce, Supervisor of data analysis group for a large petroleum company. There was no doubt about it –Martin Stein was a nice guy . He had fit in to the unit from the time he had arrived as a new hire and had done well in training. In fact , the time he had arrived a new hire and had done well in training was not liked by some. At that time Boyce had through that stein might have management potential. Boyce had through at the time stein might have management potential . "That surely hasn't worked out" Boyce concluded sadly.

Unfortunately , Stein wasn't anywhere near to living up-to his potential. He hadn't been out of training long when he started running into problems with tardiness. When Boyce talked to him about it, stain was extremely apologetic and said that he was having car trouble but would have things straightened out soon. In fact, the tardiness improved, and things went along five for a while. It wasn't long , However until Stein;s work performance started downhill. Boyce discussed the problem with Stein again.

This time, Steins seemed up sent and told Boyce that he was having family problems and couldn't keep his mind on his work.

Again, things improved for a while. Recently, stein started having attendance problems. This time, when Boyce questioned him, he said that his wife had left him and he was trying and he was trying to raise his two young daughters alone. One of them, had health problems, and stein had to stay home with her. Again, he "felt terrible" and promised to do better.

Most recently, the office rumour mill had it that Stein had started to have drinking problems – not during the week through, patently Stein had taking to starting his drinking on Friday evening and continuing through the weekend. Several of the female employee have told Boyce that they fear for the safety of the Steins young daughters during such time. Worse yet, Boyce has recently begun to wonder whether Stein in taking uppers of some kind to get him through the week.

"if only Stein weren't such a nice guy" pat through again. " I really believe his story is true –but where does that leave me? I've got a unit of rum and work to get out. I'm not sure I can count on Stein".

Case question :

- (a) From a managerial perspective, What are the problem in this case?
- (b) If you were a co-worker rather than Stein's boss, how (if any) would your perception of the problems differ?
- (c) What should Pat Boyce do? What are his options?
- (d) What should Stein's co-worker(s) who was aware of the problems do?
- (e) If you were a personal friend of Stein's but didn't work with the same firm what should you do?

END OF PAPER