

TERM END EXAMINATION - DECEMBER, 2018
DIPLOMA IN ENTREPRENEURSHIP DEVELOPMENT
(DED)

DED 02: MANAGEMENT CONCEPTS AND ORGANIZATIONAL BEHAVIOUR

Total Marks: 100

Time: 3 Hrs.

(Instructions: Answer all the questions from Group A, answer any four questions from Group B & any four from Group C and any two questions from Group D)

GROUP-A

Q.1 Multiple-Choice Questions-

(1×10=10)

- i. Management is
- | | |
|------------------|---------------------|
| a. goal oriented | b. intangible |
| c. universal | d. all of the above |
- ii. To make a corporate plan for the entire organisation covering all areas of operations is a function of
- | | |
|---------------------------------|----------------------------|
| a. Top level management | b. Middle level management |
| c. Supervisory level management | d. None of the above |
- iii. Existence of a systematic body of knowledge encompassing a wide array of principles having cause effect relationship qualifies management as a/an
- | | |
|-------------------------|----------------------|
| a. Art | b. Science |
| c. Both science and art | d. None of the above |
- iv. Responsible for the motivation and activation of subordinates; responsible for staffing, training and associative duties is a
- | | |
|---------------------|-----------------|
| a. Figure head role | b. Liaison role |
| c. Leader role | d. Monitor role |
- v. Who is considered as founder of scientific management?
- | | |
|--------------------|-----------------|
| a. Elton Mayo | b. F. W. Taylor |
| c. Charles Babbage | d. Robert Owens |
- vi. _____ is an intellectually demanding process that requires the conscious determination of courses of action
- | | |
|-------------|---------------|
| a. Planning | b. Organizing |
| c. Staffing | d. Directing |
- vii. What is the highest level of need in Maslow's theory of motivation
- | | |
|------------------------|-----------------------------|
| a. Physiological needs | b. Esteem needs |
| c. Social needs | d. Self-actualization needs |
- viii. All the following are true about learning EXCEPT that it _____
- | | |
|---------------------------------|-------------------------------------|
| a. Involves change | b. Requires some form of experience |
| c. Can have very short duration | d. Requires change in behaviour |

ix. Which ego state is having mature, rational and objective behavior

- a. Parent ego
- b. Child ego
- c. Adult ego
- d. Old ego

x. A formal standing group with individuals who report directly to a given manager is

- a. Task group
- b. Informal group
- c. Command Group
- d. None of the above

GROUP-B

Q.2 Answer any 4 within 50 words each.

(5×4=20)

- a) What is management?
- b) Define planning?
- c) What is cognitive learning?
- d) What do you mean by attitude?
- e) Explain the concept decentralization.
- f) What is organizational change?

GROUP-C

Q.3 Answer any 4 within in 200 words each.

(10×4= 40)

- a) Explain the functions of different levels of management.
- b) Discuss the contribution of scientific management.
- c) Describe the steps in decision making process.
- d) Discuss the determinants of personality.
- e) Explain transactional analysis of Eric Berne.
- f) Describe various strategic interventions for organizational development.

GROUP-D

Q.4 Answer any 2 within 250 words each –

(15×2= 30)

- a) Explain the classical conditioning theory of learning.
- b) Critically analyse Lewin's change model.
- c) Discuss the types of planning and limitations of planning.
- d) Explain the factors affecting perception.