

(4)

- (b) Explain the communication process.
- (c) Explain Theory 'X' and Theory 'Y' of McGregor.

Total No. of Questions : 4]

[Total No. of Printed Pages : 4

Course Code
DED - 02

Term End Examination - December, 2019

MANAGEMENT CONCEPTS AND
ORGANIZATIONAL BEHAVIOR

Diploma in Entrepreneurship Development (DED)

Time : 3 hours

Full Marks : 100

The figures in the right-hand margin indicate marks

Answer **all** Groups as directed

Group—A

1. Answer *all* the questions, each within 1 word or 1 sentence : 1×10=10
- (a) Why is management considered as a process?
- (b) Which level of management makes corporate plan for the entire organization?
- (c) Which level of management plans day to day work?
- (d) What is planning?

(2)

- (e) What is bounded rationality?
- (f) What is decentralization?
- (g) Define motivation.
- (h) What is noise in communication?
- (i) What is social learning?
- (j) Define attitude.

Group—B

- 2.** Answer any *four* questions each within
100 words : 5×4=20
- (a) Describe the skills of a manager.
 - (b) Discuss the functions of middle level management in an organization.
 - (c) Explain classical conditioning theory of learning.
 - (d) Differentiate between a leader and a manager.
 - (e) Discuss Lewin's theory of change.
 - (f) Explain organizational development.

(3)

Group—C

- 3.** Answer any *four* questions each within
200 words : 10×4=40
- (a) Discuss the roles of managers as explained by Henry Mintzberg.
 - (b) Identify the benefits and limitations of planning.
 - (c) Discuss the advantages and disadvantages of delegation of authority.
 - (d) Discuss the factors affecting perception.
 - (e) Critically analyze Motivation theory of Maslow.
 - (f) Explain transaction analysis of Eric Berne.

Group—D

- 4.** Answer any *two* questions each within
300 words : 15×2=30
- (a) Elaborate the steps in a decision-making process.