

26/11/16 morning  
Saturday

[This question paper contains 2 printed pages.]

**Sr. No. of Question Paper : 6107**

**Your Roll No.....**

Unique Paper Code : 61011103

Name of the Paper : Fundamentals of Management and Organizational Behaviour

Name of the Course : Bachelor of Management Studies (BMS), 2016 (CBCS)

Semester : I

Duration : 3 Hours

Maximum Marks : 75

**Instructions for Candidates**

1. Write your Roll No. on the top immediately on receipt of this question paper.
2. Attempt **all** questions.

1. Sheena is highly educated software professional in charge of the development team at Infomain Systems. Rehan is her assistant who is extremely intelligent but is not financially strong enough and is struggling to support his family. His performance evaluations have always been excellent. At one of his development projects, Rehan designed a creative software package that addresses a number of problems within the company. He shares this program with Sheena, hoping it will be appreciated and bring him a much needed promotion and raise. Sheena is under pressure from her boss to design an innovative and efficient program. But pressures of her position keep her from setting aside sufficient time to do the requested work. Sheena, eager to successfully complete the job her boss has given is thinking of presenting Rehan's program to her boss and passing it off as her own. If Rehan will object, she will threaten to lower his performance evaluations or possibly have him shunted out of the job. If he agrees to go along with the scheme, she can give him a raise and a promotion.

(i) What decision should Sheena take ? (6)

(ii) If Sheena presented the project as her own and if you were in Rehan's position what decision would you take and why ? (6)

P.T.O.

2. You are a Management Trainer. The Federation of Large and Medium Business Enterprises has invited you to address the gathering of its members to discuss the use of planning and control. Do you think that Planning and Control are important for any type of organization irrespective of its size or nature of business? Discuss what you will tell the members of the association. (12)
3. Suggest a suitable form of departmentation while giving reasoning for the following :
- (a) National Service Scouts and Volunteers
  - (b) An accounting firm with world wide presence
  - (c) A cosmetics manufacturing unit (3×4=12)
4. (a) What is the distinction between a programmed and a non programmed decision? Give examples of programmed and non-programmed decisions do you make in your daily life? (6)
- (b) What is the distinction between delegation and decentralization? As a manager what steps will you take to make delegation effective in your organization? (6)
5. (a) Herzberg said about salary, "Viewed within the context of the sequences of events, salary as a factor belongs more in the group that defines the job situation and is primarily a dissatisfier." But many people argue nevertheless that money is a primary motivator. Do you agree with Herzberg's statement? Discuss the role of money as a motivator in terms of motivation theories? (6)
- (b) As a Sports trainer what approaches from learning theory would you use to shape the behavior of the athletes? (6)
6. Write Short notes on any **three** :
- (a) Strategies to reduce Conflict
  - (b) Johari Window
  - (c) Transformational Vs Transactional Leadership
  - (d) Advantages of Licensing and Franchising
  - (e) Errors in perception (5×3=15)