



(e) The System School of management focuses on:

(i) Division of work

(ii) Organization as a set of interrelated parts

(iii) Standardization of tasks

(iv) Leadership styles

**Q.2 Attempt Any Two**

**[10]**

(a) Explain the functions of management with suitable examples.

**5 A 1**

(b) Define managerial skills. Describe the three major managerial skills in detail.

**5 R 1**

(c) What is delegation? Differentiate between delegation and decentralization.

**5 U 1**

**Q.3 Attempt Any Two**

**[10]**

(a) Explain the Scientific Management School and its core principles.

**5 A 2**

(b) Discuss the Human Relations School of management and its significance.

**5 U 2**

(c) What is Contingency School? Describe its importance in modern management.

**5 R 2**

**SECTION B**

**Marks BL CO**

**Q.4 Multiple-Choice Questions**

**[05]**

(a) Organizational Behavior is primarily concerned with:

**1 R 3**

(i) Profit maximization

(ii) Human behavior at work

(iii) Market competition

(iv) Product development

(b) The study of OB focuses on behavior at which levels?

**1 R 3**

(i) Individual

(ii) Group

(iii) Organizational

(iv) All of the above

(c) OB helps managers in understanding and predicting \_\_\_\_\_.

**1 U 3**

(i) Future sales

(ii) Employee behavior

(iii) Government policies

(iv) Market share

(d) The scope of OB includes all except:

**1 U 3**

(i) Organizational culture

(ii) Leadership

(iii) Machine efficiency

(iv) Motivation

- |                                   |  |   |   |   |
|-----------------------------------|--|---|---|---|
| (e) Perception is the process of: |  | 1 | U | 4 |
| (i) Hearing only                  | (ii) Organizing and interpreting sensory information |   |   |   |
| (iii) Changing behavior           | (iv) Learning through rewards                        |   |   |   |

**Q.5 Attempt Any Two** **[10]**

- |  |   |   |   |
|--|---|---|---|
| (a) Define personality. Explain the major determinants of personality with examples.           | 5 | R | 4 |
| (b) Explain Maslow's Hierarchy of Needs Theory.  | 5 | U | 4 |
| (c) Explain complementary, crossed, and ulterior transactions with suitable workplace examples | 5 | R | 4 |

**Q.6 Attempt Any Two** **[10]**

- |   |   |   |   |
|---|---|---|---|
| (a) Describe the key elements of Organizational Behavior. How do they influence employee performance? | 5 | U | 3 |
| (b) Explain the application of OB in managing teams and group dynamics.                               | 5 | R | 3 |
| (c) Explain the role of technology and digitalization as emerging trends in OB.                       | 5 | R | 3 |

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