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NOIDA INSTITUTE OF ENGINEERING AND TECHNOLOGY, GREATER NOIDA
(An Autonomous Institute Affiliated to AKTU, Lucknow)

MBA MF

SEM: I - THEORY EXAMINATION (2025 - 2026)

Subject: Management Concepts and Organization Behavior

Time: 3 Hours

Max. Marks: 100

General Instructions:

IMP: Verify that you have received the question paper with the correct course, code, branch etc.

1. This Question paper comprises of **three Sections -A, B, & C**. It consists of Multiple Choice Questions (MCQ's) & Subjective type questions.

2. Maximum marks for each question are indicated on right -hand side of each question.

3. Illustrate your answers with neat sketches wherever necessary.

4. Assume suitable data if necessary.

5. Preferably, write the answers in sequential order.

6. No sheet should be left blank. Any written material after a blank sheet will not be evaluated/checked.

SECTION-A

20

1. Attempt all parts:-

- 1-a. Management refers to _____. (CO1, K1) 1
- (a) Planning only
- (b) Planning, organizing, directing, controlling
- (c) Only supervision
- (d) Only goal-setting
- 1-b. Scientific management was developed by _____. (CO1, K1) 1
- (a) Henry Fayol
- (b) Elton Mayo
- (c) F.W. Taylor
- (d) Abraham Maslow
- 1-c. A key element of individual behavior is _____. (CO2, K2) 1
- (a) Machines
- (b) Politics
- (c) Government
- (d) Perception
- 1-d. Attitude refers to _____. (CO2, K1) 1
- (a) Learned predisposition
- (b) Inborn trait
- (c) Temporary feeling
- (d) Habit
- 1-e. Learning is a _____. (CO3, K2) 1

- (a) Continuous process
 (b) One-time event
 (c) Random process
 (d) Genetic process
- 1-f. Perception in OB helps in _____. (CO3, K2) 1
 (a) Increasing accidents
 (b) Reducing responsibility
 (c) Understanding employee behavior
 (d) Reducing quality
- 1-g. Informal groups are formed mainly to satisfy _____. (CO4, K2) 1
 (a) Organizational goals
 (b) Managerial needs
 (c) Social needs
 (d) Leadership
- 1-h. _____ is NOT a conflict resolution technique. (CO4, K1) 1
 (a) Avoidance
 (b) Collaboration
 (c) Compromise
 (d) Domination
- 1-i. An approach to manage change is _____. (CO5, K2) 1
 (a) Lewin model
 (b) Tuckman model
 (c) Marketing approach
 (d) CRM approach
- 1-j. Organizational culture shapes _____. (CO5, K2) 1
 (a) Machines
 (b) Finance
 (c) Employee behavior
 (d) Technology
2. Attempt all parts:-
- 2.a. State any two principles of Administrative management. (CO1, K1) 2
 2.b. List down the determinants of personality. (CO2, K2) 2
 2.c. Define Perception. (CO3, K1) 2
 2.d. Discuss the sources of conflict in an organization. (CO4, K2) 2
 2.e. Describe the role of a change agent in change management. (CO5, K2) 2

SECTION-B 30

3. Attempt all parts:-

3.a. Answer any one of the following:-

- 3.a.(i) Critically evaluate the nature and scope of management in modern organizations with suitable examples. (CO1, K5) 6

3.a.(ii)	Examine the significance of different functions of management in the organizations. (CO1, K4)	6
3.b.	Answer any one of the following:-	
3.b.(i)	Compare and contrast Type A and Type B personalities. How do these personality types affect work performance? (CO2, K4)	6
3.b.(ii)	Describe how Transactional Analysis can be used by managers to resolve conflicts in the workplace. (CO2, K2)	6
3.c.	Answer any one of the following:-	
3.c.(i)	Discuss operant conditioning with practical workplace examples of different types of reinforcement. (CO3, K2)	6
3.c.(ii)	Illustrate the perceptual process along with its common errors. (CO3, K3)	6
3.d.	Answer any one of the following:-	
3.d.(i)	Discuss various types of teams in organizations and their significance in modern workplaces. (CO4, K2)	6
3.d.(ii)	Explain the conflict resolution techniques suggested by Thomas and Kilmann with examples. (CO4, K2)	6
3.e.	Answer any one of the following:-	
3.e.(i)	Present a detailed explanation of Lewin's three-step change model with organizational illustrations. (CO5, K3)	6
3.e.(ii)	Analyze the process through which organizational culture evolves over time. (CO5, K4)	6
SECTION-C		50
4.	Answer any <u>one</u> of the following:-	
4-a.	Explain the levels of management (Top, Middle, and Supervisory). Discuss in detail their functions, responsibilities, and contribution to organizational success. (CO1, K2)	10
4-b.	Describe Mintzberg's ten managerial roles in detail. Explain how these roles help managers achieve organizational goals. (CO1, K2)	10
5.	Answer any <u>one</u> of the following:-	
5-a.	Analyze how each dimension of Big Five Personality Model predicts employee performance, leadership, communication, and teamwork. Provide suitable examples. (CO2, K4)	10
5-b.	Evaluate Johari Window as a tool of Self- awareness. (CO2, K5)	10
6.	Answer any <u>one</u> of the following:-	
6-a.	Explain Maslow's hierarchy of needs theory. How can managers use this framework to motivate employees in a modern workplace? (CO3, K2)	10
6-b.	Explain Pavlov's classical conditioning theory. How can this theory be applied in classroom teaching or workplace training? (CO3, K2)	10
7.	Answer any <u>one</u> of the following:-	
7-a.	Elaborate Tuckman's five-stage model of team development. Provide real-life organizational examples for each stage. (CO4, K3)	10
7-b.	Compare and contrast different leadership styles. Explain how leadership style	10

affects team performance and employee behavior. (CO4, K3)

8. Answer any one of the following:-

- 8-a. Discuss major dimensions of organizational climate and evaluate their influence on employee motivation and productivity. (CO5, K2) 10
- 8-b. Employees in a retail chain are resisting the introduction of self-checkout machines. As a manager, analyze major causes of resistance and what strategies would you use to overcome resistance and motivate staff to embrace the change? (CO5, K4) 10

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