



**BRAINWARE UNIVERSITY**

**Term End Examination 2018 - 19**

**Programme – Bachelor of Technology in Computer Science & Engineering**

**Course Name – Management II**

**Course Code – MB201**

(Semester – 2)

**Time allotted: 3 Hours**

**Full Marks : 70**

[The figure in the margin indicates full marks. Candidates are required to give their answers in their own words as far as practicable.]

**Group –A**

(Multiple Choice Type Question)

10 x 1 = 10

1. *Choose the correct alternative from the following*
  - (i) Organizations, just like individuals, have their own personalities—more typically known as \_\_\_\_\_ (fill in the blank)
    - a. Organizational values
    - b. Organizational mission
    - c. Organizational cultures
    - d. Organizational environment
  - (ii) What makes employees willing to “go the extra mile” to provide excellent service, market a company’s products effectively, or achieve the goals set for them?
    - a. Leadership
    - b. Personality
    - c. Motivation
    - d. None of the these
  - (iii) What is E stands for in ERG theory of motivation
    - a. Existence
    - b. Entrepreneurship
    - c. Enterprise
    - d. Empower
  - (iv) According to Maslow’s need hierarchy, ‘The desire to be respected by one’s peers’ is an example of;
    - a. Psychological need
    - b. Social need
    - c. Esteem need
    - d. Safety need
  - (v) In stages of group development, which one is the first stage;
    - a. Storming
    - b. Forming
    - c. Norming
    - d. Performing
  - (vi) What is G stands for in ERG theory of motivation
    - a. Growth
    - b. Goal
    - c. Globalization
    - d. Game

- (vii) Disagreements among team members can be called as;
- a. Team conflict
  - b. Team effectiveness
  - c. Group behavior
  - d. Group development
- (viii) Which hierarchical structure of the organization is consist of only few layers?
- a. Tall structure
  - b. Flat structure
  - c. Short structure
  - d. None of these
- (ix) Organizational structures differ in terms of;
- a. Departmentalization
  - b. Category
  - c. Hierarchical levels
  - d. None of these
- (x) “A process by which information is exchanged between individuals through a common system of symbols, signs, or behavior.” This definition is for;
- a. Personality
  - b. Communication
  - c. Leadership
  - d. Team

### Group – B

(Short Answer Type Questions)

3 x 5 = 15

Answer any *three* from the following

2. Explain in your own words the ERG theory of motivation. 5
3. Culture, or shared values within the organization, may be related to increased performance. Justify 5
4. Explain two factor theory of motivation with examples. 5
5. Which motivation theory have you found to be most useful in explaining why people behave in a certain way? Why? 5
6. Show the stages of group development. 5

### Group – C

(Long Answer Type Questions)

3 x 15 = 45

Answer any *three* from the following

7. (a) Draw Maslow’s need hierarchy. 3  
(b) Explain with examples the factors in Maslow’s need hierarchy? 12
8. (a) Give your views on Managers Versus Leaders. 7  
(b) If management is defined as getting things done through others, then leadership should be defined as the social and informal sources of influence that you use to inspire action taken by others. Explain the statement. 8
9. (a) Discuss stress? 5  
(b) What are the different stress management techniques? 10

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| 10. | (a) | What is culture?                                       | 5 |
|     | (b) | What is organizational culture?                        | 5 |
|     | (c) | Why does organizational culture matters?               | 5 |
| 11. | (a) | Discuss in your own words the characteristics of team. | 5 |
|     | (b) | What are team roles?                                   | 3 |
|     | (c) | What are the different types of team?                  | 3 |
|     | (d) | Give examples of different types of team?              | 4 |

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