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BRAINWARE UNIVERSITY

Term End Examination 2024-2025

Programme – MBA(HM)-2024

Course Name – Management Processes and Organizational Behaviour

Course Code - MHM10101

(Semester I)

Full Marks : 60

Time : 2:30 Hours

[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)

1 x 15=15

1. Choose the correct alternative from the following :

- (i) Which of the following is true about management?
- a) Management provides a readymade solution to all business problems b) Management functions differ from country to country
- c) Management is a tangible force d) Management is an ongoing process
- (ii) Show from the following options: There are many women at the bottom and middle level management roles but only a very few make it to the top. This is due to
- a) Impression Management techniques b) Golem effect
- c) Pygmalion effect d) Glass-ceiling effect
- (iii) Select from the following options: According to Big Five Personality Theory, people who like to experiment and try and find out new things and are less judgmental about people of other cultures are high on _____.
- a) Adjustment b) Agreeableness
- c) Conscientiousness d) Intellectual Openness
- (iv) Show the correct option from the following: In social learning theory, the withdrawal of something which somebody likes to strengthen a behaviour is called _____.
- a) Negative Reinforcement b) Positive Reinforcement
- c) Reward d) Punishment
- (v) Choose the correct option from the following statements, one of the characteristics that Transactional leadership possesses.
- a) Takes the view that rewards and punishment motivate staff. b) Seeks to ensure staff understand issues facing the organisation
- c) Seeks to involve staff in the decision making process. d) Believe success arises from leaders and staff working together
- (vi) Choose the leadership style that involves giving subordinates full authority and responsibility for decision-making.
- a) Autocratic leadership b) Bureaucratic leadership

- c) Laissez-faire leadership
- (vii) Identify the potential risks and opportunities associated with globalization.
- a) Globalization offers only opportunities, no risks
- b) Globalization creates risks for small businesses but not for large corporations
- c) Globalization can lead to increased competition, cultural challenges, and economic risks
- d) Globalization has no impact on businesses
- (viii) Identify the impact of technological advancements on the business landscape.
- a) Technology has no impact on business
- b) Technology can create new opportunities but also new challenges
- c) Technology is only beneficial for large corporations
- d) Technology has made business operations more complex
- (ix) Relate the role of socio-cultural factors in shaping consumer behavior.
- a) Socio-cultural factors have no influence on consumer behavior
- b) Socio-cultural factors only affect luxury goods
- c) Socio-cultural factors can influence preferences, values, and purchasing decisions
- d) Socio-cultural factors are irrelevant in developing countries
- (x) In evaluating the effectiveness of a company's culture, Choose from the following, the factor that would indicate a strong culture.
- a) The company's rapid turnover
- b) The level of shared understanding of the company's vision
- c) The number of training programs offered
- d) The diversity of opinions regarding values
- (xi) An organization is trying to evaluate its cultural alignment with its values of inclusivity and community. Choose from the following actions that would be best critique this alignment.
- a) Evaluate the effectiveness of diversity and inclusion training programs.
- b) Employee feedback on a sense of belonging
- c) Review company policies and procedures for discriminatory language.
- d) Compare the organization's diversity demographics to industry benchmarks
- (xii) Choose from the following options: When analyzing the difference between a strong and weak organizational culture, a key indicator is_____.
- a) The diversity of leadership
- b) The alignment of employee behaviors with core values
- c) The level of innovation within the company
- d) The external competitiveness of the company
- (xiii) You are an Organizational Development consultant who has been hired to help an organization to improve its communication processes. Identify the most appropriate intervention you will suggest from the following options.
- a) Team building
- b) Survey feedback
- c) Process consultation
- d) Sensitivity training
- (xiv) You are a manager who wants to create a more inclusive organizational culture. Identify the most appropriate Organizational developmental strategy you will suggest from the following options.
- a) Diversity training
- b) Employee resource groups
- c) Cultural audits
- d) All of these
- (xv) An organization is facing a major merger. Identify the most appropriate intervention you will suggest from the following options, that could help the employees adjust to the change.
- a) Team building
- b) Appreciative inquiry
- c) Large-group intervention
- d) Sensitivity training

Group-B
(Short Answer Type Questions)

3 x 5=15

2. Summarize the key legal and regulatory issues that businesses face. (3)
3. Define stress and its sources. (3)
4. Analyze the potential consequences of a weak organizational culture. (3)
5. What is the concept of "bureaucracy" in management? (3)
6. "Self actualisation needs are realised through self development"-justify the statement (3)

OR

Explain the key features of Reinforcement theory of motivation. (3)

Group-C
(Long Answer Type Questions)

5 x 6=30

7. Analyze the strengths and weaknesses of the situational leadership approach in different organizational contexts. (5)
8. Compare the systems approach and contingency approach in management. (5)
9. Recommend a new framework for understanding organizational culture that incorporates elements of both spiritual and ethical dimensions. (5)
10. Analyze the potential impact of emerging technologies and trends on organizational culture in the future. (5)
11. "The business environment impacts managerial decision-making"-Explain (5)
12. Critically assess the impact of McClelland's need for achievement, power, and affiliation on leadership effectiveness. (5)

OR

Criticize the effectiveness of the managerial grid style in fostering employee engagement. (5)

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