



BRAINWARE UNIVERSITY

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Barasat, Kolkata - 700125

Term End Examination 2022
Programme – B.Tech.(CSE)-2018/B.Tech.(CSE)-2019/B.Tech.(CSE)-2020
Course Name – Management II
Course Code - HSMC(CSE)501
(Semester V)

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) The structure of an OB model includes three levels of analysis: individual, group, and organization systems. Compare and select the issues that influence all three levels in various ways and thus affect behavioural dynamics.
 - a) change and stress.
 - b) organizational culture and commitment.
 - c) power and politics.
 - d) work design and technology.
- (ii) A leadership theory that focuses on the traits of those who have assumed powers and who are considered to be effective is called
 - a) trait theories.
 - b) behavioural theories
 - c) contingency theories.
 - d) structural theories
- (iii) Who is the developer of 'Two Factors theory' of Motivation?
 - a) Herzberg
 - b) Lawless, David. J.
 - c) A. H. Maslow
 - d) Porter, Lyman.W. and Hackman
- (iv) Groups which are formed as the consequence of organisational structure and work division are known as:
 - a) A common goal
 - b) operational groups
 - c) formal groups
 - d) target groups
- (v) Which of the following things can have an effect on the development of an individual's personality? Choose.
 - a) physical and mental capabilities
 - b) health and physical appearance
 - c) skin color and gender
 - d) All of the above
- (vi) Compare and choose the trait where people are more easily conditioned with emotional stimuli.
 - a) neuroticism
 - b) extraversion
 - c) psychoticism
 - d) agreeableness
- (vii) Rearrange the correct sequence of steps in Staffing
 - a) Recruitment, selection, training, placement
 - b) Selection, training, recruitment, placement
 - c) Recruitment, selection, placement, training
 - d) Recruitment, training, selection, placement
- (viii) Select from below how many levels are there in the Needs Hierarchy theory of

motivation?

- a) 6
c) 4
- b) 5
d) 3
- (ix) Identify the attitude based on Feelings, sentiments and emotions of any person is under _____ component of Attitude.
- a) Behavioral
c) Affective
- b) Cognitive
d) Positive
- (x) Determine how managers create a feeling of belongingness on the part of the subordinates.
- a) By smooth talk
c) By encouragement
- b) By effective open communication
d) By guidance
- (xi) Justify the statement, 'Principle of cooperation, not individualism'.
- a) Management and workers should transform their thinking towards each other
c) Industrial efficiency depends to a large extent on personnel competencies
- b) There should be an equal division of work between management and workers
d) There is only one best method to maximize efficiency
- (xii) In which of the following scenarios should external communication is applicable?
- a) When a company wants to communicate with its stakeholders
c) When a company needs to send an internal memo to all of its employees
- b) When a manager wants to inform his employee that he is not satisfied with his work ethic
d) When an employee wants to complain about the behaviour of his superior
- (xiii) Mark is not satisfied with how his employer, Johnson Electronics, distributes products to customers. He believes that the process is inefficient and costs far too much. He has some ideas as to how the distributing cost could be decreased. Mark would like to share his ideas with his superiors. Which form of communication is best applicable for such a situation?
- a) Upward communication
c) External communication
- b) Downward communication
d) Managerial communication
- (xiv) Identify which of the following is a particular benefit of teamwork to the organization as a whole, rather than the individual?
- a) Transfer of skills and technical expertise
c) Job enrichment
- b) Learning skills from others
d) Increased motivation
- (xv) Mr. Sunil's one-day salary was deducted because of his uninformed leave, as he was already warned about this behaviour. It is an example of which method of shaping behaviours? Analyze and select.
- a) Reinforcement
c) punishment
- b) Positive Reinforcement
d) Negative Reinforcement

Group-B

(Short Answer Type Questions)

3 x 5=15

2. Describe cognitive dissonance with relevant examples. (3)
3. Explain any two characteristics of group. (3)
4. Explain attitude with examples. (3)
5. Explain the perceptual errors? (3)
6. Express in words the term "Organizational development intervention". (3)

OR

write in detail, the types of groups and also explain the process of group formation. (3)

Group-C

(Long Answer Type Questions)

5 x 6=30

7. Describe A.H. Maslow's need hierarchy theory of motivation (5)

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8. Define leadership. Explain different styles of leadership. (5)
9. Discuss how the Big five personality attributes might affect a manager's behavior in dealing with subordinates. (5)
10. Explain the attribution theory of perception with suitable examples. (5)
11. Explain the process of Conflict management using suitable examples. (5)
12. Which leadership style is suitable to the line manager of IT industry in the present era? Justify your answer. (5)

OR

Are controlling techniques very effective in an organization? Justify (5)
