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Roll No.

FIRST SEMESTER

EMBA

END SEMESTER EXAMINATION

(Nov-2019)

**EMBA 101 MANAGEMENT PROCESS &
ORGANISATIONAL BEHAVIOUR**

Time: 3 Hours

Max. Marks : 60

Note : Answer any five questions.
All questions carry equal marks.
Assume suitable missing data, if any.

Q1 Explain Herzberg's Two factor theory and differentiate it from Maslow's Theory of need Hierarchy.

Q2 Answer the following:

- a. 'Learning leads to change in human behavior'. Comment
- b. When should punishment be used by the managers?
- c. 'Behavior is a function of its consequences. Do you agree? Why?

Q3 a. Discuss Freudian stages of development of personality.

b. Suppose your assignment is to lay off three employees in the department you are managing. What perceptual errors should you watch for while delivering your message?

Q4 Write short notes on :

- a. Johari window
- b. Life positions

Q5 How might understanding whether an employee has an internal or external locus of control help a manager better communicate with, motivate, and lead the employee?

Q6 As a manager, how would you deal with resistance to change when you suspect employee fears of job loss are well founded?

Q7 You are a busy partner in a legal firm, and an experienced secretary complains of continued headaches, drowsiness, dry throat, and occasional spells of fatigue and flu. She tells you she believes air quality in the building is bad and would like something to be done. How would you respond?