

Plot No. 2, Knowledge Park-III, Greater Noida (U.P.) –201306

POST GRADUATE DIPLOMA IN MANAGEMENT (2024-25)
MID TERM EXAMINATION (TERM -I)

Subject Name: **Management Concepts and Organization Behavior** Time: **01.00 hrs**

Sub.Code: **PG101** Max Marks: **20**

Note: Question 1 consists of ten questions, each carrying 1 mark. Questions 2 and 3 carry 5 marks each.

Q1: CO1

Q 1 Which management approach focuses on the scientific study of work methods to improve efficiency?

- a) Human Relations Approach
- b) Scientific Management
- c) Contingency Approach
- d) Behavioral Approach

1. True or False: Planning is the first and foremost function of management.

2. Who proposed the Administrative Theory of Management?

- a) Henri Fayol
- b) Max Weber
- c) Elton Mayo
- d) Mary Parker Follett

3. Which principle of management states that each employee should receive orders from only one superior?

- a) Discipline
- b) Unity of Direction
- c) Unity of Command
- d) Authority

4. Fill in the blank: The Behavioral Approach to management emphasizes the role of _____ in increasing productivity.

5. The five functions of management are.....,.....,.....,.....,.....

6. True or False: Sociology contributes to Organizational Behavior by studying group dynamics and social systems.

7. Who is considered the father of Administrative Management?

- a) Frederick W. Taylor
- b) Henri Fayol
- c) Chester Barnard
- d) Max Weber

8. Fill in the blank: The Contingency Approach to management suggests that there is no one best way to manage; it depends on the _____.

9. Which of the following is NOT a contemporary challenge in Organizational Behavior?

- a) Workforce Diversity

- b) Globalization
- c) Technological Advancement
- d) Scalar Chain

Case: At GreenLeaf Organics, two store managers work in different branches.

- Aman is energetic, talkative, and enjoys meeting new people. He takes quick decisions, likes experimenting with new ideas, and thrives in a fast-paced environment.
- Priya is calm, reserved, and prefers working in a structured manner. She takes time to analyze situations before deciding and is highly consistent in her approach.

Both have been successful in their roles, but their ways of working are completely different. HR suspects that these differences are due to variations in their personality traits shaped by their upbringing, work experience, and personal values.

Question2 : Identify the Big Five personality traits visible in Aman and Priya. Explain how heredity and environment may have influenced these traits. **(CO2)**

Case : Karan recently joined an IT company as a software developer. In his first week, he arrived late to the office twice. His manager, Mr. Raj, immediately assumed that Karan was careless and had poor time management skills.

What Mr. Raj didn't know was that Karan's delays were due to unexpected metro breakdowns, and he had actually left home earlier than usual to reach on time. Despite Karan's consistent punctuality in the following weeks, Mr. Raj continued to doubt his commitment and assigned him fewer urgent projects.

Question 3: Using Attribution Theory, explain Mr. Raj's judgment of Karan. Identify the perception errors involved. **(CO2)**