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**MASTER OF BUSINESS ADMINISTRATION
(NETWORK INFRASTRUCTURE
MANAGEMENT)
(MBANIM)**

Term-End Examination

December, 2011

MCR-012 : BUSINESS SKILLS - II

Time : 2 hours

Maximum Marks : 50

Note : Attempt any five questions. All questions carry equal marks.

1. What is the relationship between a work group and the organisation of which it is a part ? When do groups make better decisions than individuals ? **10**
2. (a) What is interview ? What are the various types of interviews ? **5**
(b) What is the importance of exit interviews in an organisation ? **5**
3. To act ethically in business is only necessary to follow the law. Agree or disagree. Give reasons for your answer and provide at least one counter argument and rebut it. **10**

4. Write short notes on the following : 2.5x4=10
- (a) Corporate ethics
 - (b) Perception
 - (c) Mock interview
 - (d) Group discussion
5. Discuss various types of presentation. Why presentation is given so much of importance in today's time. Explain how do they differ from speech. 10
6. Employee's retention is getting difficult in present scenario. Give reasons. Also write the strategies to retain good employees in the organisation. 10
7. (a) Explain the conflict process. 5x2=10
- (b) What is the difference between functional and dysfunctional conflict ? What determines functionality ?
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