

BBA (Honours) 1st Semester Examination, 2022
Subject : Management Process & Organizational Behaviour
Course : BBA-1.1

Time: 4 Hours

Full Marks : 80

*The figures in the margin indicate full marks.
Candidates are required to give their answers in their
own words as far as practicable.*

1. Answer *any ten* questions from the following: 2×10=20
- (a) What is Management?
 - (b) What is Organisational Behaviour (OB)?
 - (c) What is administration?
 - (d) What is Organisational Culture?
 - (e) What is communication?
 - (f) Define learning.
 - (g) What is staffing?
 - (h) What is personality?
 - (i) What do you mean by climate?
 - (j) What is Locus of Control?
 - (k) Write down two advantages of Delegation of Authority.
 - (l) What do you mean by reinforcement?
 - (m) What is Planning?
 - (n) What is Emotional Intelligence (EI)?
 - (o) Who is a Leader?

Answer *any five* questions from the following.

- 2. Briefly discuss Henri Fayol's 14 Principles of Management. 12
- 3. Briefly discuss the Scientific theory of Management proposed by F.W. Taylor. 12
- 4. What are the major steps of Planning in Management? What are the disadvantages of 'Delegation of Authority'? 6+6

5. Write down the attributes of a good leader. Briefly discuss the different styles of leadership. 6+6
 6. (a) Discuss the role of 'Stereotyping' and 'Halo effect' in perceptual interpretation of things in organizational context.
(b) Discuss the role of 'Reinforcement' in organizational learning. 6+6
 7. What are the determinants of personality? Briefly discuss Maslow's Need Hierarchy theory of motivation. 5+7
 8. State the differences between Formal and Informal group. Write down the different stages of formation of group. 5+7
 9. Briefly discuss different sources of conflict. Write a note on 'Approach-Avoidance Conflict'. 6+6
 10. (a) What are the differences between line and staff management?
(b) Provide an overview of different job attitudes. 6+6
-