

BBA 1st Semester (Honours) Examination, 2023

Subject : Management Process and Organisational Behaviour

Course : BBA-1.1

(Old Syllabus)

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.*

Answer Question No. 1 and any five from the rest.

1. Answer *any ten* questions from the following: 2×10=20
 - (a) Define the term Management.
 - (b) Define span of management.
 - (c) What is Strategic plan?
 - (d) Define Performance Appraisal.
 - (e) What is time study?
 - (f) Define Coordinating.
 - (g) What is meant by strategy?
 - (h) Define staffing.
 - (i) What do you mean by Staff organization?
 - (j) Define Management by Objectives.
 - (k) What do you mean by Perception?
 - (l) What is meant by 'Personality'?
 - (m) Define Conflict.
 - (n) Differentiate between Group and Team.
 - (o) What is quality of work life?

2. Explain briefly about the various functions of Management. 12

3. Discuss about various levels of Management. Compare Management and Administration. 6+6

4. Describe the various barriers to Communication. What measures do you suggest to overcome them? 6+6

- 5. Briefly discuss 'Hawthorne Experiment' conducted by Elton Mayo. 12
- 6. Explain the various types of Leadership styles. 12
- 7. Discuss Herzberg's Two Factor theory. How would you compare it with the Maslow's Need Hierarchy Theory? 6+6
- 8. Who can be a change agent? Explain the role of a change agent in details. 4+8
- 9. Explain the determinants of individual behaviour in details. 12
- 10. What are the various challenges faced during initiating change in an organisation? How can such resistance be minimized? 6+6

Answer any two questions from the following

- (a) Define the term Management.
- (b) Define span of management.
- (c) What is strategic plan?
- (d) Define Performance Appraisal.
- (e) What is time study?
- (f) Define Coordinating.
- (g) What is meant by strategy?
- (h) Define staffing.
- (i) What do you mean by Staff organization?
- (j) Define Management by Objectives.
- (k) What do you mean by Forecasting?
- (l) What is meant by 'Personality'?
- (m) Define Conflict.
- (n) Differentiate between Group and Team.
- (o) What is quality of work life?

2. Explain briefly about the various functions of Management.

3. Discuss about various levels of Management, Corporate Management and Administration.

4. Describe the various barriers to Communication. What measures do you suggest to overcome them?