3 Yr. Degree/4 Yr. Honours 1st Semester Examination, 2023
(under CCFUP of NEP 2020)

Time: 1½ Hours   Subject : BUSINESS ADMINISTRATION   Full Marks: 40

Course: Multi/Interdisciplinary   Course Code : BBA1031   Course Title : Management Principles and Organisational Behaviour (MPOB)

Roll No.: .... Registration No. .... of 20

INSTRUCTIONS TO THE EXAMINEE

1. The Question-cum-Answer Booklet comprised of 40 Questions and each Question carrying 1 (one) mark.

2. Each Question possesses 4 (four) Answer Options (A), (B), (C) and (D) of which only one option bears Correct Answer.

3. Completely darken the respective circle for your response as shown below—

   Correct method ● Wrong method ⊘ ⊗ ◑

4. Each Correct Answer will be credited with 1 (One) Mark.

5. If an Examinee attempts more than one Option for a Question, the attempt will be considered as WRONG Answer.

6. No Mark will be deducted for attempting Wrong Answer or Incorrect attempts.

7. Only Blue/Black Ink Pen is to be used for Answering Question.

8. No Electronic Gadget (Calculator, Mobile Phone, Laptop, I-Pad, Camera etc.), Papers (Other than Admit Card) will be allowed inside the Examination Hall.

9. No Loose sheet will be provided for scribbling and No Paper is to brought in this purpose. Any Examinee found with incriminating Documents in his/her possession– he/she will be Expelled.

10. All rough work must be done in the page provided in the Question-Answer-Booklet, and the said Page of the Booklet **must not be torn out.**

11. No Examinee will be allowed to leave the Examination Hall until an Hour has elapsed from the commencement of the Examination.

12. As per order of the Executive Council all Answer Scripts will be preserved for one year from the date of Publication of Results.

১. Question-cum-Answer Booklet-এ মোট ৪০টি প্রশ্ন আছে এবং প্রতিটি প্রশ্নের মান ১ (এক)।

২. প্রতিটি প্রশ্নের জন্য ৪ (চার)টি করে Option (A), (B), (C) এবং (D) থাকবে, এর মধ্যে একটি সঠিক উত্তর নির্দেশ করবে।

৩. সঠিক উত্তরের জন্য নির্দিষ্ট বৃত্তটিকে সম্পূর্ণ রূপে কালো করতে হবে তা নীচে দেখানো হল—

   সঠিক পদ্ধতি ● ভুল পদ্ধতি ⊘ ⊗ ◑

৪. প্রতিটি সঠিক উত্তরের মান ১ (এক)।

৫. যদি কোনো পরীক্ষার্থী একটি প্রশ্নের একাধিক উত্তর দেয় তাহলে সেটি ভুল উত্তর হিসেবে গণ্য হবে।

৬. ভুল উত্তরের জন্য কোনো নম্বর বাদ যাবে না।

৭. উত্তর লেখার জন্য কেবলমাত্র নীল অথবা কালো কালির কলম ব্যবহার করা যাবে।

৮. পরীক্ষাকেন্দ্রের মধ্যে কোনো ইলেকট্রনিক্স যন্ত্রাদি (ক্যালকুলেটর, মোবাইল ফোন, ল্যাপটপ, আই-প্যাড, ক্যামেরা ইত্যাদি), কাগজ (কেবলমাত্র অ্যাডমিট কার্ড ছাড়া) নিয়ে প্রবেশ নিষেধ।

৯. হিজিবিজি বা রাফ লেখার জন্য কোনো বাড়তি কাগজ দেওয়া যাবে না এবং এই উদ্দেশ্যে কোনো কাগজ আনা যাবে না। কোনো পরীক্ষার্থীর কাছে নকল-এর মতো অপরাধমূলক কাগজ থাকলে সেই ছাত্র/ছাত্রীকে বহিষ্কার করা হবে।

১০. সমস্ত 'রাফ ওয়ার্ক' প্রশ্ন-উত্তর-পুস্তিকার সঙ্গে থাকা নির্দিষ্ট পাতাতেই করতে হবে এবং উত্তরপত্র জমা দেবার সময় পাতাটি ছিঁড়ে নেওয়া যাবে না।

১১. পরীক্ষা শুরু থেকে এক ঘণ্টা সময় অতিবাহিত না হলে কোনো পরীক্ষার্থী পরীক্ষার হল থেকে বের হতে পারবে না।

১২. বিশ্ববিদ্যালয় কর্ম সমিতি কর্তৃক গৃহীত সিদ্ধান্ত অনুসারে পরীক্ষার ফল প্রকাশের দিন থেকে এক বছরের জন্য উত্তরপত্র সংরক্ষিত থাকবে।

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Please Turn Over

1. Which of the following statement best described the principle of 'Division of work'?

    (A) Work should be divided into small tasks

    (B) Labour should be divided

    (C) Resource should be divided among jobs

    (D) It leads to specialization

2. Find the incorrect combination.

    (A) F. W. Taylor-Scientific Management

    (B) Douglas McGregor-Expectancy Theory

    (C) Elton Mayo-Hawthorne Experiment

    (D) Frederick Herzberg-Motivation Hygenic Theory

3. Who is known as the Father of Modern Theory of Management?

    (A) Henry Fayol

    (B) Harold Koonz

    (C) Elton Mayo

    (D) None of the above

4. Which of the following suggests that certain inborn or innate qualities and characteristics make someone a leader?

    (A) Contingency theory

    (B) Group theory

    (C) Trait theory

    (D) Inspirational theories

5. Which of the following forms the basis for the autocratic model of OB?

    (A) Obedience

    (B) Authority

    (C) Power

    (D) Dependence on boss

6. Which of the following is not concerned with staffing?

    (A) Recruitment

    (B) Selection

    (C) Training

    (D) Publicity

7. Staffing is a _____ function.

    (A) managerial

    (B) planning

    (C) budget

    (D) top level

8. Scalar organization is also known as

    (A) Line Organization

    (B) Project Organization

    (C) Staff Organization

    (D) Functional Organization

9. What is the advantage of Centralization?

    (A) Greater Quality

    (B) Greater Control

    (C) Greater self-satisfaction among the staff

    (D) Greater Fluency of work

10. Departmentation helps to improve the _____ of an organization.

    (A) effectiveness

    (B) life

    (C) quality

    (D) skills

11. Who wrote the book 'The Human Side of Enterprise'?

    (A) Elton Mayo

    (B) F. W. Taylor

    (C) Douglas McGregor

    (D) William G. Ouchi

12. Who proposed Theory Z?

    (A) Elton Mayo

    (B) Abraham Maslow

    (C) Douglas McGregor

    (D) William G. Ouchi

13. Who are directly accountable for ensuring performance for achieving enterprise objectives?

    (A) Staff authority

    (B) Line authority

    (C) Sub-ordinates

    (D) None of the above

14. Span of management refers to

    (A) Number of managers

    (B) Length of term for which a manager is appointed

    (C) Number of subordinates under a superior

    (D) Number of members in top management

15. _____ is right to issue orders.

    (A) Responsibility

    (B) Span

    (C) Stability

    (D) Authority

16. Which one of the following is not a function of management?

    (A) Planning

    (B) Organising

    (C) Staffing

    (D) Creating

17. The Bureaucratic Model of Management was proposed by

    (A) Henry Robinson Towne

    (B) Max Webber

    (C) F. W. Taylor

    (D) Elton Mayo

18. The cognitive process through which individuals select, organize, interpret and give meaning to the vast array of stimuli in their work environment is known as

    (A) Perception

    (B) Attribution

    (C) Apprehension

    (D) Direction

19. Which among the following is not a part of Scientific Management?

    (A) Observation

    (B) Measurement

    (C) Experimentation

    (D) Conclusion

20. The oldest type of organization is

    (A) Line organization

    (B) Functional organization

    (C) Matrix organization

    (D) Boundary less organization

21. It is the process of ensuring that events conform to plans
    (A) Planning
    (B) Controlling
    (C) Organising
    (D) Directing

22. Management is
    (A) Art
    (B) Science
    (C) Both (A) and (B)
    (D) Humanities

23. The integration of the objectives and activities of an organization is termed as
    (A) Control
    (B) Coordination
    (C) Planning
    (D) Organizing

24. Which of the statements is correct?
    (A) Management is a continuous process
    (B) Management is a rigid process
    (C) Management is a dynamic process
    (D) All of the above

25. A general standing plan guiding the management in the conduct of enterprise management operations is known as
    (A) Budget
    (B) Standard
    (C) Policy
    (D) Procedure

26. The word motivation is derived from the Latin term 'movere', which means
    (A) To inspire
    (B) To motivate
    (C) To move
    (D) To push forward

27. Which of the following does not form a part of the Maslow's Theory of Human Motivation?
    (A) Physiological Needs
    (B) Safety Needs
    (C) Esteem Needs
    (D) Hygienic Needs

28. CEO is at the _____ level of the organization.
    (A) middle
    (B) top
    (C) supervisory
    (D) lower

29. Structure of organization is represented by
    (A) Organizational chart
    (B) Organization brochure
    (C) Organization draft
    (D) None of the above

30. The structure of organization depends on
    (A) Scope of functions
    (B) Span of control
    (C) Number of employees
    (D) All of the above

31. Forces affecting organizational behaviour are

    (A) People

    (B) Environment

    (C) Technology

    ·(D) All of the above

32. Who is known as father of 'Human relations'?

    (A) William Gilbreth

    (B) Henry Fayol

    (C) F. W. Taylor

    ·(D) Elton Mayo

33. _____ means the mental action or process of acquiring knowledge and understanding through thought, experience and the senses.

    ·(A) Learning

    (B) Development

    (C) Cognition

    (D) Training

· 34. Who proposed the Classical Theory of Conditioning in learning?

    (A) Ivan Pavlov

    (B) B. F. Skinner

    (C) F. W. Taylor

    · (D) None of the above

. 35. In which of the following theories of learning, behavior is usually followed by a reward or punishment?

    . (A) Classical Theory

    (B) Operant Theory

    (C) Cognitive Theory

    (D) Social Learning Theory

36. Leadership is best defined as

    (A) the ability to merely project one's abilities.

    (B) the ability to reduce the dependence of team members on each other.

    (C) the ability to motivate the team members to focus on individual goals rather than collective goals.

    · (D) the ability to influence a group toward the achievement of a vision or set of goals.

37. The work of watching and overseeing the performance of those who are under your charge is termed as

    · (A) Supervision

    (B) Leadership

    (C) Authority

    (D) Control

38. Which is the first step in organization forming?

    (A) Assignment of duties

    ·(B) Aims are determined

    (C) Identifying activities

    (D) Formulating plans

39. In line organization, the authority flows from

    (A) Subordinate to Subordinate

    (B) Superior to Superior

    (C) Subordinate to Superior

    ·(D) Superior to Subordinate

·40. In present context, challenge for Organizational Behaviour is

    (A) Employee expectation

    . (B) Workforce diversity

    (C) Globalization

    (D) All of the above