

2016**BBA****[HONOURS]****(Management Process & Organisational Behaviour)****Paper : BBA-1.1****Full Marks : 80****Time : 4 Hours**

The figures in the right-hand margin indicate marks.

Candidates are required to give their answers in their own words as far as practicable.

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

1. Answer any ten questions from the following:

 $2 \times 10 = 20$

- a) "To manage a business is to balance a variety of needs and goals."— Justify in brief.
- b) What is Motion Study?
- c) Is there any difference between policy and strategy?
- d) Whether authority and power are same?
- e) Why should there be parity of authority and responsibility?
- f) What is feed-forward control?

- g) One of the important quality of a leader is 'empathy'. What is empathy?
- h) What is informal group? Give one example of it.
- i) What is organisational behaviour?
- j) What is controlling?
- k) What is matrix structure?
- l) Define group dynamics.
- m) What do you mean by delegation of authority?
- n) Mention the different levels of management.
- o) What is job satisfaction?

2. a) Which one element is most indispensable in management? Why?

b) Discuss the functions of management.

 $2 + 10 = 12$

3. a) Discuss the major contributions of F.W. Taylor's Scientific Management.

b) Discuss in brief the features of Open System.

 $8 + 4 = 12$

4. a) Distinguish between delegation and decentralisation.

b) "Effective span of management depends on number of factors." – Discuss.

 $4 + 8 = 12$

5. a) Why do people join groups?
b) Distinguish between formal group and informal group. $4+8=12$
6. What do you mean by modern approach to management? Discuss. $6+6=12$
7. State any two merits and demerits each of centralisation and decentralisation. What are the different types of departmentalisation to be followed in the firms? $8+4=12$
8. "Leaders have different leadership styles" – in the light of this statement explain the different kind of leadership styles exercised in the business-world. What are the essential qualities needed to be a good leader? $6+6=12$
9. State the difference between value and attitude. Why is perception important? What are the features of perception? $3+3+6=12$
10. Write short notes on (any three): $4 \times 3 = 12$
- a) Committee organisation
 - b) Job enrichment
 - c) Free-rein Leadership Style
 - d) Contingency Approach
 - e) Positional Authority.
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