

(Please write your Exam Roll No.)

Exam Roll No. ....

# END TERM EXAMINATION

FIRST SEMESTER [BBA] NOVEMBER-DECEMBER 2017

Paper Code: BBA-101  
BBA(B&I)-101

Subject: Management Process &  
Organizational Behaviour

Time: 3 Hours

Maximum Marks: 75

Note: Attempt any six questions including Q.no.1 which is compulsory.

- Q1 (a) Management is concerned with productivity which implies effectiveness and efficiency. Analyze the statement.  
(b) "Planning and control are inseparable- the Siamese twins of management." Elucidate.  
(c) Critically examine Maslow's Need Hierarchy Theory.  
(d) Discuss the significance of study of Organization Behaviour for managers.  
(e) Distinguish between Teams and Groups. Give suitable examples.(5x5=25)
- Q2 Explain the factors that determine effective span of control. (10)
- Q3 Briefly discuss the principles of staffing. (10)
- Q4 Herzberg's Two-Factor Theory provides insights to the principles of Job Design. Elucidate. (10)
- Q5 What do you mean by stereotyping? Why does it occur? How does it affect perception about people? Illustratively explain. (10)
- Q6 Explain the constraints that limit the effectiveness of team decision making and suggest techniques of improving the same. (10)
- Q7 Explain in detail Behaviour Modification Theory of Learning. (10)
- Q8 Write short note on **any two** of the following: (2x5=10)  
(a) Management Vs Administration  
(b) Economising Model Vs Satisfying Model  
(c) Traditional Vs Modern Control Techniques.

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