No. of Printed Pages—3

386 (PM)

[17-HRGPKAC-D1S]

BBA 1st Semester Exam., 2017

PRINCIPLES OF MANAGEMENT AND ORGANIZATIONAL BEHAVIOUR

[BBA (S1) 01]

Full Marks : 80

Time : 3 hours

The figures in the margin indicate full marks for the questions

1. Answer the following questions (each within *1* or *2* sentences) : 1×8=8

(a) Define management.

(b) What is extrinsic reward?

(c) What is power?

(d) Define leadership.

(e) What is intellectual ability?

(f) What is centralization?

(g) State any one internal factor which influences perception.

(h) What is formal group?

2. Answer the following questions (each within *50* words) : 2×8=16

(a) What is human skill?

(b) What is delegation?

(c) What are programmed and non-programmed decisions?

(d) State any two administrative problems associated with decision making.

(e) Define organizational behaviour.

(f) State any two disadvantages of decentralization.

(g) State any two determinants of personality.

(h) What is group cohesion?

3. Answer any *five* from the following questions (each within *100* words) : 4×5=20

(a) What is controlling? Discuss different types of controlling technique.

(b) Discuss any four types of authority.

(c) Discuss the 'Trait theory' of leadership.

(d) Discuss any four types of value.

(e) What is conflict? State any two sources of conflict. 2+2=4

(f) State any four external factors which influence perception.

4. Answer any *two* from the following questions (each within *300* words) : 8×2=16

(a) Discuss different methods of conflict resolution.

(b) What is transaction analysis? Also explain what is meant by ego states. Describe three types of ego states. 2+3+3=8

(c) What is group? Discuss different types of group. 2+6=8

5. Answer any *two* from the following questions (each within *400* words) : 10×2=20

(a) Discuss five important functions of management.

(b) What is learning? Discuss different theories of learning. 2+8=10

(c) Write short notes on the following : 5+5=10

(i) Managerial skills

(ii) Team

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