

( 6 )

(f) Explain various techniques used in different steps of decision making.

★ ★ ★

Total No. of Questions : 4]

[Total No. of Printed Pages : 6

Course Code  
**BBA - 01**

**Term End Examination - December, 2019**

FUNDAMENTALS OF MANAGEMENT AND  
ORGANISATIONAL BEHAVIOR

Bachelor of Business Administration (BBA)

Time : 3 hours

Full Marks : 100

The figures in the right-hand margin indicate marks

Answer **all** Groups as directed

Group—A

1. Answer *all* the questions, each within 1 word : 1×10=10
  - (a) Name the organisation whose shares are quoted and dealt with on the stock exchange.
  - (b) What does define the very purpose and justification for a firm's existence?
  - (c) Name a group process, where the members are presented with a problem and are asked to develop as many solutions as possible in a free environment.

( 2 )

- (d) Name the chain of direct authority relationship from superior to subordinate within the organization.
- (e) Name those functions in an organisation which are perceived to be directly contributing to the organisation's objectives.
- (f) What is the concentration of power and authority?
- (g) What will be the word to refer when you may choose to interact with those persons with whom you can most readily establish a congruent state?
- (h) Write the term to refer when you view the problem from the confrontee's perspective.
- (i) Who propounded Theory 'X' and Theory 'Y'?
- (j) Which power comes to the leader when the organisation's authority is accepted?

( 5 )

- (k) What are three phases in decision-making process?
- (l) What is an adaptive decision?

Group—D

4. Answer any *four* questions each within  
500 words : 10×4=40

- (a) Explain the MBO process and benefits.
- (b) Explain the various aspects of self-concept. What steps will you take to achieve a stable interpersonal environment?
- (c) To what extent various theories of leadership are likely to influence your leadership styles? Discuss.
- (d) Distinguish between culture and climate. What difference does this distinction mean to a manager while managing an organization?
- (e) Briefly review the process of conflict. Is conflict inevitable? If so, how should one deal with it?

( 4 )

(l) Why is principle of division of work applied?

Group—C

3. Answer any *ten* questions each within 75 words :  $3 \times 10 = 30$
- (a) Differentiate between Verbal and Non-verbal communication.
  - (b) What is control?
  - (c) What is Management Information System (MIS)?
  - (d) Write the importance of technical skill.
  - (e) Who is a formal leader?
  - (f) What is group dynamics?
  - (g) What is span of control?
  - (h) What is process of decoding?
  - (i) What are semantic barriers?
  - (j) Write the utility of feedback in communication process.

( 3 )

Group—B

2. Answer any *ten* questions each within 2 sentences :  $2 \times 10 = 20$
- (a) What is a multinational corporation?
  - (b) When is a firm called bankrupt?
  - (c) What is the use of Break-even Analysis in a firm?
  - (d) What do the First Level Managers do in an organisation?
  - (e) What are the various functional areas in an organisation?
  - (f) How can analytical decisions be referred?
  - (g) Write the prerequisites of a successful MBO.
  - (h) Why is performance review required?
  - (i) Define leadership style.
  - (j) What is containment strategy?
  - (k) Write some of the syndromes of organisational maladjustment.