

(Please write your Exam Roll No.)

Exam Roll No. ....

## END TERM EXAMINATION

FIRST SEMESTER [BBA] NOVEMBER-DECEMBER 2019

Paper Code: BBA-101      Subject: Management Process & Organizational  
BBA (B&J)-101      Behaviour

**[BATCH 2017 ONWARDS]**

Time: 3 Hours

Maximum Marks: 75

**Note: Attempt any five questions. All questions carry equal marks.**

- Q1 "Management is both of Arts and Sciences." Discuss the statement. Describe mintzberg's managerial roles.
- Q2 What are the important sources of conflict between line and staff managers? How do you resolve these conflicts?
- Q3 Explain the different personality traits and their impact on behavior?
- Q4 Explain Herzberg's Two Factor Theory and differentiate it from Maslow's Theory of Need Hierarchy?
- Q5 What is employee empowerment and participation? How does it help the organization to improve?
- Q6 What is organization culture? Discuss the role and impact of culture in an organization in the modern multi cultural scenario?
- Q7 Are leaders and managers different from each other? What are the basis of Trait theories? What traits are associated with leadership?
- Q8 Write short notes on the following **(Any two)**:-  
(a) Techniques of Controlling  
(b) Absolute rationality in decision making is an illusion  
(c) Delegation vs. Decentralization of Authority  
(d) Stages of group Development

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