(Please write your Exam Roll No.) *Exam Roll No.* 149195017025

END TERM EXAMINATION

FIRST SEMESTER [BBA] DECEMBER-2025-JANUARY-2026

Paper Code: BBA-FS-101, BBA-DM-101, BBA(CAM)-101, BBA(B&I)-101, BBA-(G)-101

Subject: Management Process and Organizational Behaviour

Time: 3 Hours **Maximum Marks: 60**

Note: Attempt All questions as directed. Internal choice is indicated.

Q1 Attempt **any Four** of the following questions. **(4x5=20)**

(a) Briefly explain the three components of attitude.

(b) Explain any three common power tactics used by managers to influence others.

(c) Explain the primary functions of management with examples.

(d) Describe the steps involved in the decision-making process in an organization.

(e) Differentiate between intrinsic and extrinsic motivation with examples.

(f) Discuss the key features of delegation of authority.

(g) Describe any two leadership styles and their significance in motivating employees.

(h) Discuss the importance of values in shaping individual and organizational behavior.

Q2 Define personality and explain the major factors influencing personality. Also describe in detail any one framework that analyzes the various aspects of personality. **(10)**

OR

Q3 Describe the contributions of Elton Mayo and the Hawthorne Studies to the human relations movement. Explain how the human relations approach differs from the classical management approach. **(10)**

Q4 Discuss the concept of organizing as a managerial function. Also discuss how span of management influences organizational structure and efficiency. **(10)**

OR

Q5 Discuss how the contingency approach emphasizes "there is no one best way" to manage. Also define the systems approach in management and explain its key features. **(10)**

Q6 Define perception and explain its importance in organizational behavior. Also explain the perceptual process with suitable examples. Discuss the impact of perceptual biases and stereotyping on organizational effectiveness. **(10)**

OR

Q7 Discuss the concept and importance of strategic planning in business management. Also describe environmental analysis and its significance for organizations. **(10)**

Q8 Discuss the concept of learning in organizational behavior. Compare and contrast the classical conditioning and operant conditioning theories of learning. **(10)**

OR

Q9 Define organizational culture and explain its key characteristics. Also explain the main determinants that shape organizational culture in an organization. **(10)**

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