

B.B.A. 1st Semester (Honours) Examination, 2019-20 (CBCS)

BACHELOR OF BUSINESS ADMINISTRATION

Course ID : 13411

Course Code : CC-01

Course Title: Fundamentals of Management and Organizational Behaviour

Time: 3 Hours

Full Marks: 80

The figures in the margin indicate full marks.

*Candidates are required to give their answers in their own words
as far as practicable.*

Group A

1. Answer all questions (Choose the correct options): **1×10=10**

(i) Who is regarded as the Father of Modern Management?

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|-------------------|-----------------|
| (a) F.W. Taylor | (b) R. Owen |
| (c) H. Fayol | (d) F. Herzberg |
| (e) P. F. Drucker | |

(ii) Work attitudes can be reflected in an organization through

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|----------------------|-------------------------------|
| (a) Job satisfaction | (b) Organizational commitment |
| (c) Job enrichment | (d) Both (a) and (b) |
| (e) None of these | |

(iii) At the norming stage, the term is involved in defining

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|-------------------|------------------|
| (a) Goals | (b) Relations |
| (c) Roles | (d) All of these |
| (e) None of these | |

(iv) According to Herzberg, which of the following is a maintenance factor?

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|--------------------|-----------------|
| (a) Work itself | (b) Recognition |
| (c) Responsibility | (d) Salary |
| (e) Achievement | |

(v) Who is known as the father of Scientific Management?

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|-------------------|------------------------|
| (a) Henri Fayal | (b) Fredrick W. Taylor |
| (c) Robert Owen | (d) Herzberg |
| (e) P. F. Drucker | |

- (vi) Motivation includes —
- (a) job enrichment
 - (b) job enlargement
 - (c) job rotation
 - (d) All of these
 - (e) None of these
- (vii) Which is the process to resolve conflict according to March and Simon?
- (a) Problem solving
 - (b) Politics
 - (c) Persuasion
 - (d) All of these
 - (e) None of these
- (viii) Which is not the Maslow's needs?
- (a) Esteem
 - (b) Social
 - (c) Control
 - (d) Self actualization
 - (e) All of these
- (ix) The ability to influence a group towards the achievement of a vision or set of goals is known as
- (a) Conceptual Skill.
 - (b) Technical Skill.
 - (c) Human Skill.
 - (d) All of these
 - (e) None of these
- (x) The purpose of job enrichment is to
- (a) expand the number of tasks an individual can do
 - (b) increase job efficiency
 - (c) increase job effectiveness
 - (d) increase job satisfaction of Top Management
 - (e) None of these

Group B

2. Answer *any ten* questions of the following:

2×10=20

- (a) What is modern concept of management?
- (b) What are the objectives of management?
- (c) What is Planning?
- (d) Distinguish between 'Planning' and 'Controlling'.
- (e) What do you mean by the term 'Motivation'?
- (f) What are main ingredient of controlling?
- (g) Define 'Goals'.
- (h) What is 'Unity of Command'?

- (i) What is 'Unity of Direction'?
- (j) What is group Dynamics?
- (k) What is 'functional foremanship'?
- (l) Mention two features of O.B.?
- (m) What is Gantt Chart?
- (n) What are main techniques of leading?
- (o) Why reporting function required?

Group C

3. Answer *any four* questions of the following:

5×4=20

- (a) Briefly state the ten roles of Management.
- (b) Write short note on Levels of Management.
- (c) Write short note on Types of Skills
- (d) Discuss the main features of Bureaucratic organization.
- (e) What are main features of organizational behaviour.
- (f) Distinguish between formal and informal group.

Group D

4. Answer *any three* questions of the following:

10×3=30

- (a) Briefly state the functions of Management.
 - (b) Briefly describe the Herzberg Two Factor Theory.
 - (c) Discuss the contribution of Henri Fayol to Modern Management.
 - (d) Narrate the issues-considered in developing an Organizational Behaviour model.
 - (e) (i) Define 'Attitude'.
(ii) State the types and importance of 'Attitude'.
 - (f) (i) What is 'Personality'?
(ii) State the main ingredients of personality and importance of personality.
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