

BBA 1st Semester (Hons.) Examination, 2020-21
BACHELOR OF BUSINESS ADMINISTRATION

Course ID: 13211

Course Code: BBA-CC-01

Course Title: Fundamentals of management and organizational behavior

Full Marks: 80

Time: 3 Hours

*The figures in the right hand margin indicate full marks.
Candidates are required to give their answers in their own words as far as practicable.
Illustrate the answers wherever necessary.*

Group – A

1. Answer all the questions from the following:-

1 x 10 = 10

- i. At the norming stage , the team is involved in defining –
 - a) Goals
 - b) Roles
 - c) Relations
 - d) All of the above
 - e) None of these
- ii. Communication begins with –
 - a) Encoding
 - b) Idea generation
 - c) Decoding
 - d) Feedback
 - e) None of these
- iii. _____ is known as “the father of scientific management”.
 - a) Fredrick W. Taylor
 - b) Henry Fayol
 - c) Robert Owen
 - d) Herzberg
 - e) None of these
- iv. Motivation – Hygiene theory was proposed by –
 - a) Maslow
 - b) Douglas McGregor
 - c) Fredrick Herzberg
 - d) Henry Fayol
 - e) None of these
- v. Organizing is part of –
 - a) Management Roles
 - b) Management Skills
 - c) Motivational Theory
 - d) Management Functions
 - e) None of these
- vi. Organizational behavior is –
 - a) A Science
 - b) An Art
 - c) A commerce

- d) A science as well as an art
 - e) None of these
- vii. Which is / are not the management function (s) –
- a) Controlling
 - b) Organizing
 - c) Leading
 - d) All of the above
 - e) None of these
- viii. Which one is the last stage of group development –
- a) Storming
 - b) Norming
 - c) Adjourning
 - d) Performing
 - e) None of these
- ix. The ability to influence a group toward the achievement of a vision or set of goals is known as –
- a) Learning
 - b) Leadership
 - c) Management Skill
 - d) All of the above
 - e) None of these
- x. MBTI is a part of –
- a) Perception
 - b) Motivation
 - c) Group development
 - d) Personality test
 - e) None of these

Group – B

2. Answer any TEN from the following:-

2x10=20

- a) Define Planning;
- b) Mention the different levels of management;
- c) State two features of OB ;
- d) What is OB?
- e) Define learning;
- f) What do you mean by centralization?
- g) Define matrix organization;
- h) What do you mean by task group?
- i) What is gang plank?
- j) Define job enrichment;
- k) What is decision making?
- l) Mention different types of managerial skills;
- m) What is Gantt chart?
- n) What do you mean by conflict?

o) Define extroversion;

Group – C

3. Answer any Four from the following:-

5x4=20

- a) Discuss the functions of management;
- b) Explain the important principles of direction;
- c) Briefly describe the types of group;
- d) What are the main functions of leadership?
- e) Write a short note on group cohesiveness ;
- f) Write a short note on organizational communication;

Group – D

4. Answer any THREE from the following:-

10x3=30

- a) Briefly describe the Theory – X and Theory – Y of motivation;
- b) Briefly describe the barriers to a effective communication;
- c) Write down the managerial roles and describe; What do you mean by management roles;
- d) Briefly describe the MBTI model;
- e) Briefly describe the types of teams;
- f) Briefly describe the selection process;

8+2
