

END TERM EXAMINATION

FIRST SEMESTER [BBA] FEBRUARY 2023

Paper Code: BBA101
BBA(B&I)101

Subject: Management Process and
Organizational Behaviour
(Upto Batch 2020)

Time: 3 Hours

Maximum Marks: 75

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

- Q1 a) Who is a manager and what is management?
b) Explain systems theory of management. Do you think it is relevant?
- Q2 Explain the process of perception and how it affects work behaviors.
- Q3 What is departmentalization? Describe different types of departmentalization.
- Q4 Define motivation. Explain Herzberg's theory of motivation.
- Q5 What is a group? Discuss stages of group development.
- Q6 Differentiate between:
a) Feedforward and feedback control
b) Classical conditioning and operant conditioning
- Q7 What are the steps in planning process? Explain strategic and operational plan.
- Q8 Write short notes on **any two**:
a) Bounded rationality
b) Span of control
c) Challenges to organizational behaviour
