



BRAINWARE UNIVERSITY

Term End Examination 2019 – 20

Programme – Bachelor of Business Administration & Bachelor of Law

Course Name – Management Theory and Practice

Course Code –BBA LLB 101

(Semester – 1)

Time allotted: 2 Hours 30 Minutes

Full Marks: 60

[The figure in the margin indicates full marks. Candidates are required to give their answers in their own words as far as practicable.]

Group –A

(Multiple Choice Type Question)

20 x 1 = 20

1. Answer any *twenty* from the following
 - (i) Which of the following is/are the key features of organization
 - a. Social invention
 - b. Accomplishing goals
 - c. Group efforts
 - d. All of these
 - (ii) A study of human behavior in organizational settings is
 - a. Individual behavior
 - b. Group behavior
 - c. Organizational behavior
 - d. None of these
 - (iii) Scientific Management approach is developed by
 - a. Elton Mayo
 - b. Henry Fayol
 - c. F.W. Taylor
 - d. A. Maslow
 - (iv) Who proposed “bureaucratic structure” is suitable for all organization
 - a. Elton Mayo
 - b. Henry Fayol
 - c. F.W. Taylor
 - d. Max Weber
 - (v) “Hawthorne experiment” which was a real beginning of applied research in OB was conducted by
 - a. Elton Mayo
 - b. Henry Fayol
 - c. F.W. Taylor
 - d. Max Weber

- (vi) Today's organization are
- | | |
|---------------------------|------------------|
| a. Open system | b. Closed system |
| c. Open as well as closed | d. None of these |
- (vii) Organization Behavior is
- | | |
|----------------------------------|--------------------------|
| a. An interdisciplinary approach | b. A humanistic approach |
| c. Total system approach | d. All of these |
- (viii) Organization Behavior is not a /an
- | | |
|------------------------------|-------------------------|
| a. A separate field of study | b. Applied science |
| c. Normative science | d. Pessimistic approach |
- (ix) ----- is a relatively permanent change in behavior that occurs as a result of experience
- | | |
|--------------------------|-------------|
| a. Behavior modification | b. Learning |
| c. Motivation | d. Skills |
- (x) which of the following is / are included as structure of human mind
- | | |
|--------------|------------------|
| a. Id | b. Ego |
| c. Super ego | d. All the above |
- (xi) ----- is largely childish, irrational, never satisfied, demanding and destructive of others
- | | |
|-----------------|--------------|
| a. Ego | b. Super ego |
| c. Negative ego | d. Id |
- (xii) Which of the following is/are OD intervention techniques
- | | |
|-------------------------|------------------|
| a. Sensitivity training | b. MBO |
| c. Quality of work life | d. All the above |
- (xiii) What sort of goals does Management By Objectives (MBO) emphasize?
- | | |
|--|--|
| a. Tangible, verifiable and measurable | b. Achievable, controllable and profitable |
| c. Challenging, emotional and constructive | d. Hierarchical, attainable and effective |
- (xiv) Which of the following theory is proposed by Clayton Alderfer?
- | | |
|--------------------------|-----------------------|
| a. Theory X and Theory Y | b. Hierarchy of Needs |
| c. ERG Theory | d. N Ach Theory |
- (xv) Concept of MBO was introduced by:
- | | |
|---------------------|------------------|
| a. Peter. F.Drucker | b. Mary Parker |
| c. Henry Fayol | d. Philip Kotler |

- (xvi) Which dimension of Big 5 personality traits represents artistically sensitive, refined etc.
- Culture
 - Emotional stability
 - Conscientiousness
 - Extroversion
- (xvii) In Maslow's hierarchy needs which of the following pair of needs is ranked as "lower order needs"?
- Physiological and safety needs
 - Physiological and social need
 - Self actualization and safety needs
 - Social and esteem needs
- (xviii) Maslow grouped the five needs into two categories
- Higher-order needs and Lower-order needs.
 - Supreme needs and local needs
 - Self needs and others needs
 - Luxurious needs and comfort needs
- (xix) Job appraisal is the part of _____
- Sociology
 - Anthropology
 - Psychology
 - Political science
- (xx) Which of the following is not one of the four primary management functions?
- Controlling
 - Planning
 - Staffing
 - Organizing
- (xxi) Which behavioural science discipline is most focused on understanding individual behaviour?
- Sociology
 - Social psychology
 - Psychology
 - Anthropology
- (xxii) Most valuable asset in an organization is
- Land and building
 - Human being
 - Cash and bank balances
 - Technology
- (xxiii) What term is used to describe voluntary and involuntary permanent withdrawal from an organization?
- Absenteeism
 - Turnover
 - Downsizing
 - Truancy
- (xxiv) Which of the following researchers thought that reinforcement was the central factor involved in behavioural change?
- Pavlov
 - Fayol
 - Skinner
 - Deming
- (xxv) A learned pre-disposition to respond in a consistently favourable or unfavourable manner with respect to a given object
- Perception
 - Attitude
 - Behavior
 - Personality

Group – B

(Short Answer Type Questions)

4 x 5 = 20

Answer any *four* from the following

- | | | |
|----|---|---|
| 2. | Discuss Management as Science or Art. | 5 |
| 3. | Discuss Functions of Management. | 5 |
| 4. | Discuss Maslow's Need Hierarchy Theory. | 5 |
| 5. | Briefly discuss the importance of OB. | 5 |
| 6. | Explain Democratic Leadership. | 5 |
| 7. | Discuss characteristics of leadership. | 5 |

Group – C

(Long Answer Type Questions)

2 x 10 = 20

Answer any *two* from the following

- | | | |
|-----|---|----|
| 8. | Compare and contrast in between Maslow's and Herzberg's Theories of motivation. | 10 |
| 9. | Discuss three styles of leadership and their applicability. | 10 |
| 10. | Explain conflict management styles. | 10 |
| 11. | Explain characteristics of a good team. | 10 |
