



(Semester I)

Behaviour Library
Brainware University
398, Ramkrishnapur Road, Barasat
Kolkata, West Bengal-700125

Time : 2:30 Hours

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

$$1 \times 15 = 15$$

(Multiple Choice Type Question)

1. Choose the correct alternative from the following :

- (i) Which of the following is NOT a primary function of management?
 - a) Planning
 - b) Organizing
 - c) Delegating
 - d) Controlling
- (ii) Identify key responsibilities in the organizing function of management.
 - a) Setting performance benchmarks
 - b) Allocating resources and tasks to employees
 - c) Evaluating employee performance
 - d) Offering employee training
- (iii) How can a manager improve the effectiveness of the controlling function?
 - a) By setting vague goals to allow flexibility
 - b) By regularly monitoring performance and adjusting strategies
 - c) By ignoring deviations in employee performance
 - d) By only evaluating performance once a year
- (iv) Which management function involves motivating and leading employees to achieve organizational goals?
 - a) Controlling
 - b) Organizing
 - c) Leading
 - d) Planning
- (v) How can social changes impact a business environment?
 - a) By making product designs more complicated
 - b) By altering consumer preferences and demands
 - c) By increasing competition within the company
 - d) By reducing the availability of natural resources
- (vi) A person with a positive attitude toward work is likely to:
 - a) Arrive late to work frequently
 - b) Be more engaged and motivated
 - c) Resist change in the workplace
 - d) Show signs of job burnout
- (vii) Identify from the following that is an example of intragroup conflict.

- a) Conflict between two departments
b) Conflict within a team over resource allocation
c) Conflict between two organizations
d) Conflict between a company and a client
- (viii) Which of the following statements aligns with the reinforcement theory of motivation?
a) People are motivated by the need to achieve goals
b) Employees perform better when they perceive fairness
c) Behaviors followed by positive consequences are more likely to be repeated
d) The work environment should address both hygiene factors and motivators
- (ix) If an organization promotes teamwork, open communication, and a sense of belonging among employees, it is likely exhibiting characteristics of a:
a) Hierarchy culture
b) Adhocracy culture
c) Clan culture
d) Market culture
- (x) Who proposed the "Psychoanalytic Theory" of personality?
a) Carl Rogers
b) B.F. Skinner
c) Sigmund Freud
d) Albert Bandura
- (xi) After an evaluation of the company's operations, the manager concludes that the current hierarchical structure is causing delays in decision-making. Analyzing this, the manager decides to implement _____ to streamline the decision-making process.
a) Bureaucracy
b) Centralized control
c) Decentralization
d) Task specialization
- (xii) A company is evaluating whether to shift its management philosophy from a classical approach to a more modern systems-based approach. After considering the complexity of its operations and interdependence between departments, the most logical decision would be to _____.
a) Maintain the classical approach for simplicity
b) Transition to the systems approach to better manage complexity
c) Revert to pre-scientific management principles
d) Implement a laissez-faire style of management
- (xiii) Analyzing a workgroup under Herzberg's two-factor theory reveals that high job satisfaction is primarily driven by _____ factors, such as achievement and recognition.
a) Extrinsic
b) Motivational
c) Hygiene
d) External
- (xiv) When applying the four systems of management leadership, a System 4 leadership style, which promotes full participation and involvement in decision-making, is most suitable for _____.
a) Low-skilled work environments
b) Situations requiring strict control
c) Complex, creative tasks
d) Crisis management
- (xv) Justify the role of workplace spirituality in enhancing organizational performance.
a) By enforcing strict religious practices in the workplace
b) By creating an environment of trust, compassion, and meaningful work
c) By eliminating competition and focusing solely on individual success
d) By separating personal beliefs from organizational goals

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Group-B

(Short Answer Type Questions)

3 x 5=15

2. Define Management. Narrate the features of Management. (3)
3. What is the purpose of planning in management? (3)
4. How can effective communication improve the directing function? (3)
5. Analyze the role of values in shaping organizational culture. (3)

6. Evaluate the role of the external environment in shaping a company's strategy. (3)

OR

Evaluate the relevance of modern management theories in today's business world. (3)

Group-C

(Long Answer Type Questions)

5 x 6=30

7. Analyze the impact of transformational leadership on team innovation and creativity. (5)
8. Analyze the relevance of Maslow's Hierarchy of Needs in today's dynamic workplace environments. (5)
9. How does the process of socialization influence new employees in adapting to an organization's culture? (5)
10. What are the functions of Management? (5)
11. Summarize the classification of business environment. (5)
12. How does the Managerial Grid help in identifying leadership development needs? (5)

OR

Explain the four systems of Management Leadership. (5)

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